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ABSTRACT

This survey was conducted in order to determine how well the students at Minot State University (North Dakota) feel the Gordon B. Olson Library is fulfilling its mission of providing them with "convenient access to high quality information resources and services which support teaching, learning, and research." One objective of this survey was to respond to student requests for an expansion of library hours by determining how widespread student desire for expanded library hours is, and which hours students would most like to be added. Also, the library staff wished to know: (1) whether students find the library's book and periodical collections adequate to their research needs; (2) whether they find staff approachable and helpful; (3) whether they are able to find desired materials as well as a quiet place to study; (4) whether they are able to use library equipment with a minimum of fuss; (5) whether they find the use of debit cards for copying convenient; and (6) whether they find library policies generally fair. The methodology used in this study was visiting randomly-selected individual classrooms. The return rate was very high and none of the students visited refused to complete a survey form. Analysis of the responses revealed that, despite some complaints, students are generally satisfied with library hours, services, and policies. However, students would like the library to remain open until midnight on weeknights and more hours on weekends. Some students noted that staff were rude, impatient, or not available when they needed assistance. The most frequent complaints about the collection were that more journals are needed and that the journals need to be on the shelves. Improvements of the problem areas are recommended. Appendices include: a list of courses included in this survey; letter to the faculty; survey form with frequencies and percentages; transcript of comments; comment tally by frequency; comment tally by subject; frequency statistics by variable; and comment codes. (AEF)

ED 403 904

STUDENT APPRAISAL OF LIBRARY SERVICES

Survey Results Fall 1995

GORDON B. OLSON LIBRARY
Minot State University

IR056219

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Student Appraisal of Library Services
Survey Results

Gordon B. Olson Library
Minot State University

Submitted on November 27, 1995,
by Jane la Plante, Access Services Librarian

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I. Introduction

A. Acknowledgments

I would like to thank a number of people whose help was crucial to the completion of this survey. Dr. Patricia Lomire provided me with invaluable advice about the survey design, methodology, and analysis. Twenty-six professors allowed me to come into their classrooms to administer the survey. These professors include Dr. Brent Askvig, Susan Cassatt, Dr. Emilia Chuquin, John Curtis, Dr. Orien Darrow, Dr. Mark Dimond, Julianne Eklund, Dr. Jean Fishman, Linda Haider, Duane Halvorson, Dr. Harry Hoffman, Dr. Clay King, Dr. Helen Lamar, Sheryl Leslie, Dr. Stephanie Martin, Faye Miller, Dr. Rose Morgan, Lynn Muller, Linda Pettersen, Gary Ross, Jeanie Schmidt, Mary Smith, Nancy Snyder, Joseph Streeper, Judith Swanson, and Dr. Joseph Wax. Sandra Nordstrom of printing services printed the survey forms and designed the cover and section dividers.

Also deserving of my thanks are my colleagues at the Gordon B. Olson Library. Larry Greenwood, library director, gave me the inspiration and support for this project. Susan Podrygula and Martha Williams assisted me with the design of the questionnaire. Kami Johnson spent many hours assisting with the tabulation of the data and Joyce Thompson helped immeasurably with the editing and printing of the report document.

Finally, I would like to thank the 459 students who took the time to complete this survey. The information they so generously gave us will help to improve library services.

B. Purpose of study

Larry Greenwood, library director, asked me to complete this survey in order to determine how well our student constituents feel the Gordon B. Olson Library is fulfilling its mission of providing them with "convenient access to high quality information resources and services which support teaching, learning, and research" (Minot State University, Gordon B. Olson Library Staff 4-1).

One of the areas with which library staff were most concerned was the issue of hours of operation. The library has received recurrent requests by student representatives for an expansion of library hours. We hoped that this survey would help us to respond to those requests in an informed, responsible manner by telling us how widespread student desire for expanded library hours is and by telling us which hours students would most like us to add if we were to expand our hours.

Also in response to student feedback, as well as to library objectives, library staff wished to know whether students find the library's book and periodical collections adequate to their research needs; whether they find staff approachable and helpful; whether they are able to find desired materials as well as a quiet place to study; whether they are able to use library equipment with a minimum of fuss; whether they find the use of debit cards for copying convenient; and whether they find library policies generally fair.

C. Literature Review

A search of the ERIC database from January 1993 through June 1995 retrieves 390 items about library surveys. One hundred sixty-seven of these items relate to academic libraries. This availability of materials about library surveys demonstrates that libraries are surveying their constituents and are writing about their efforts. A study conducted by the Association of Research Libraries (ARL) in 1994 found that 68% of the ARL Libraries studied had surveyed their users in the previous five years (Brekke 3). Brekke reports, "Most surveys attempted to evaluate user satisfaction with existing services" (3). She also notes that the most common type of sample used was a convenience sample, but that other types of sampling methods, including random sampling were also reported (4). Gothberg reports, "Many library surveys are conducted using mailed or hand-distributed questionnaires" (556-7).

In the survey literature I found no mention of the idea of visiting randomly selected classrooms, the methodology used in this study. Although visiting individual classes is time-consuming, the return rate was very high; in fact, none of the students in any of the classes I visited refused to complete a survey form. This method is more comprehensive than a convenience sample because it includes those students who may not use the library during the sample period.

D. Methodology

In order to select a random sample of the student body, I performed the following calculations. The student body for Spring 1995 included 3793 students (Minot State University, Office of Institutional Research 14).

These students were classified as follows:

Classification	Number of Students	Percent
Freshmen	1127	30%
Sophomores	729	19%
Juniors	685	18%
Seniors	1010	27%
Graduate students	120	3%
Undergrad. spec.	122	3%[1]
Total	3793	100%

In order to determine the number of classes I would need to visit, I counted the number of courses listed in the Minot State University Schedule for Spring 1995 and found that there were 769 class sections being offered. According to the Minot State University Undergraduate Catalog, 1994-1996, a normal load is 12-18 credits (23). Since 769 class sections were being offered to 3793 students and the average student takes five classes, each class had an average enrollment of 25 students. Since I wanted a sample of between 400 and 600 students (10-15 % of the student body), I needed to visit between 16 and 24 classes. In order to insure that I obtained a sample of at least 400 students, I selected 24 class sections. Class selections were based on the percentage of students in each classification as follows:

Classification	Percent	Number of Classes
Freshmen	31%	7
Sophomores	20%	5
Juniors	18%	4
Seniors	28%	7
Graduates	3%	1
Total	100%	24 classes

[1]Because of the difficulty of identifying classes in which undergraduate special students were enrolled, I added one percentage point to each of the most heavily populated classifications, namely freshmen, sophomores, and seniors, making them 31%, 20%, and 28% respectively, for purposes of calculating how many sections to visit for each classification.

From the 769 class sections being offered, I removed all classes that listed the hours as "HOURS ARR" in the course catalog because I felt that it would be difficult to arrange a time to visit a class that did not have a clearly defined meeting time. The removal of 144 such classes from the selection process left a total of 625 useable class sections. These 625 useable class section were broken down by classification as follows:

Classification	# of Sections	# of Classes	Selection Quotient
Freshman	193	7	27
Sophomore	149	5	30
Junior	155	4	39
Senior	108	7	15
Graduate	20	1	20
Total	625	24	

The selection quotient is the number of sections for a given classification, divided by the number of classes to be selected. The selection quotients listed above were used to randomly select 24 classes. Thus, I selected every 27th freshman section, every 30th sophomore section, etc. Appendix A includes a list of the classes that were selected.[2] I sent a copy of the letter in Appendix B to the professor or professors for each of the courses I had selected. Each professor agreed to allow me to visit his or her class. The visits were made throughout the Spring 1995 semester. Four hundred fifty-nine students completed the survey form. This sample represents 12% of the student body.

[2]Because one of the randomly selected classes, Class Guitar II (Call number 13897), was canceled due to inadequate enrollment, and it was the last freshman music class in the catalog, the class directly previous to this class in the catalog, Functional Piano (Call number 13889), was selected as an alternate.

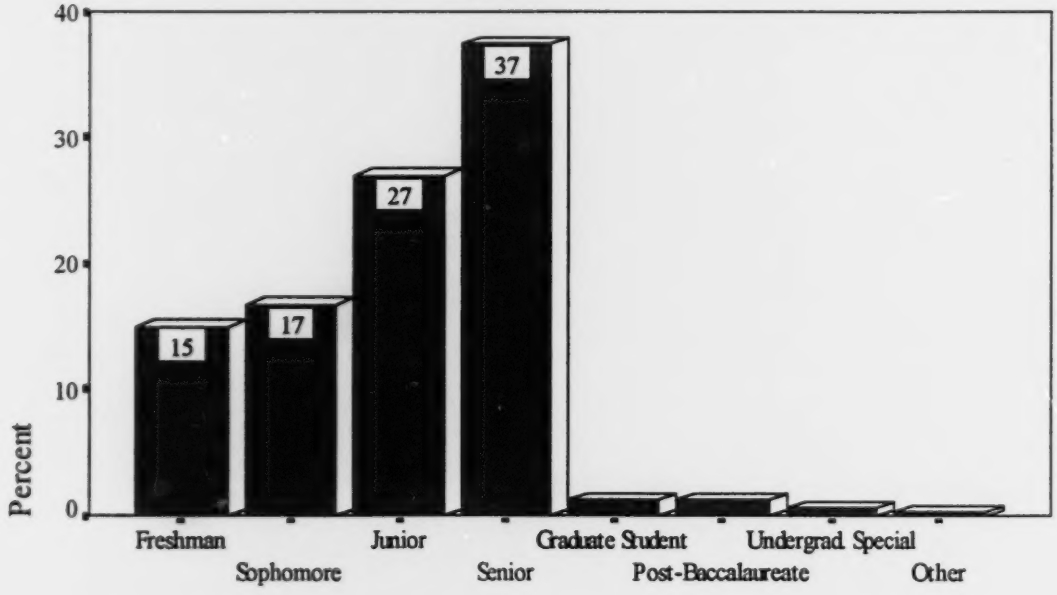
II. Findings

A. Demographics

The actual population and the sample population compare as follows (see Figures 1 and 2):

Classification	Actual Population	Sample Population
Freshman	30%	15.0%
Sophomore	19%	16.8%
Junior	18%	27.0%
Senior	27%	37.5%
Graduate	3%	1.3%
Other	3%	2.4%
Total	100%	100%

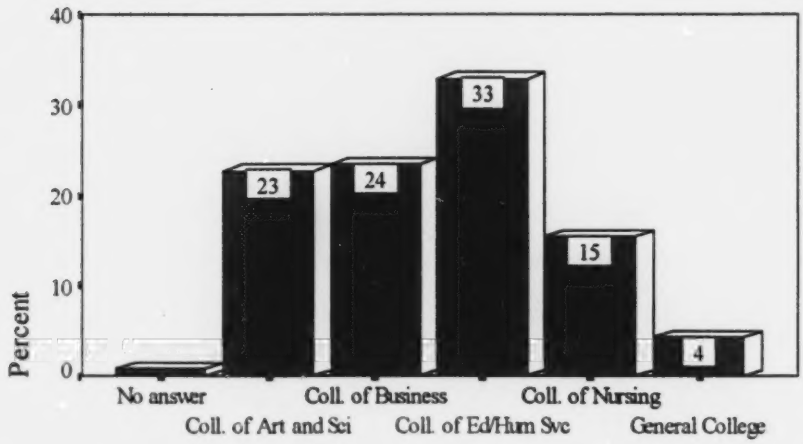
Figure 1



Classification- Sample Population.

College	Actual Population	Sample Population
Arts and Sciences	46%	22.9%
Business	19%	23.5%
Education/Human Svcs.	27%	32.9%
Nursing	6%	15.5%
General College	0%	4.4%[3]
Graduate Programs	2%	0.0%[4]
Total	100%	99.2%[5]

Figure 2



College- Sample Population.

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[3]Statistics on the number of students in each college were provided by the Office of Student Records, Minot State University. These statistics did not include the category "General College." As a result, this number is listed as zero in the actual population, even though 20 (4.4%) of the respondents indicated that they were in the general college.

[4]In tabulating the survey, graduate students were included in their respective college. Thus, even though 6 (1.3%) of our respondents were graduate students, they appear under the college in which their program is located rather than under the category "Graduate."

[5]This column does not add up to exactly 100% because four respondents did not indicate their major.

Despite efforts to select a representative group of students, our sample included a lower percentage of freshmen and a higher percentage of juniors than exist in the actual population. [6] Our sample also included fewer Arts and Sciences majors and more nursing majors than appear in the general population.

B. Comments

Room was left on the survey form for comments after questions four through 25. Respondents made 1381 comments.

1. Questions that received the most comments:

The mean number of comments per question was 60 (13%).[7] The five questions that elicited the largest number of comments are as follows, in descending order:

a) **If the library were to expand its hours, please indicate the additional hours you would like the library to remain open (question 5).** This question elicited 363 comments from 296 participants (64%). This high level of response can undoubtedly be at least partly attributed to the structure of the question which asked the participants to specify any additional hours they want the library to remain open.

b) **Current library hours meet my needs (question 4).** One hundred forty students (31%) commented on this question.

c) **The Olson Library's periodical (journals and magazines) collection is adequate to meet my needs (question 11).** Eighty-seven respondents (19%) commented on this issue.

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[6]There appeared to be a higher absenteeism rate in the freshman classes than in the higher level classes. This could partially explain the discrepancy between the actual population and the sample population.

[7]Unless otherwise indicated, numbers followed by a percent sign refer to the percent of total respondents.

d) **I am satisfied with the service I receive in the library's computer lab (question 18).** Eighty-six students (19%) made comments in response to this question.

e) **The Olson Library's book collection is adequate to meet my research needs (question 10).** Seventy-one students (15%) commented on this question.

2. Most frequent comments:

Ten comments were made more than 25 times. They are as follows, in descending order:

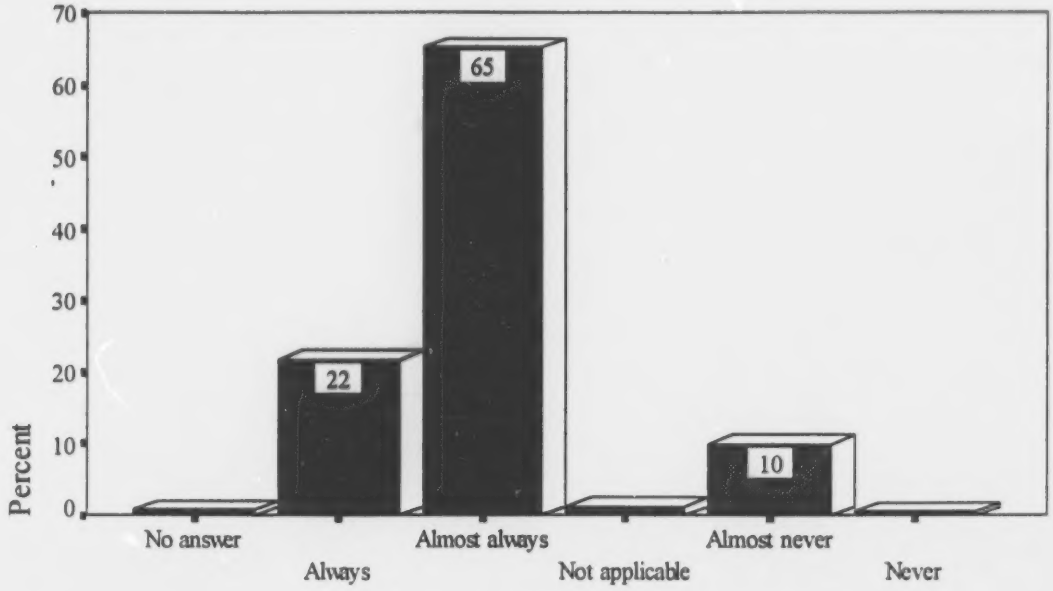
	Comment	Frequency
a)	Keep entire library open until Midnight.	98
b)	The library needs to expand its periodicals collection.	73
c)	I do not use the library's computer lab.	49
d)	Keep entire library open until 11:00 PM.	45
e)	Staff have not been helpful.	38
f)	I do not use interlibrary services.	37
g)	Keep entire library open for more hours on weekends.	34
h)	The library needs more books.	28
i)	Keep entire library open later.	27
j)	Keep entire library open later on Fridays.	26

Two issues emerge in the comments as predominant--hours and collections. Of the 1381 comments that were made in response to this survey, 744 (54% of total comments) were about either hours or collections. Five hundred twelve comments (37% of total comments) were about hours, and 232 (17% of total comments) were about collections.

C. Hours

Eighty-seven percent (400) of the respondents said that current library hours always or almost always meet their needs (see Figure 3).

Figure 3



Current library hours meet my needs.

When asked what hours they would like to have the library remain open if it were to expand its hours, thirty-six percent (167) of the students said that current library hours are sufficient. Forty-four percent (202) of those surveyed suggested that, if the library were to expand its hours, they would like the entire library to remain open longer. Another ten percent (46) indicated that they would like to see the hours extended in both the entire library and the extended study area. Six percent (29) stated that they would like the extended study area to remain open for more hours.

The students who responded to this survey made 512 (37% of all comments) comments about hours. Four hundred six of the comments about hours (79% of hours comments, 29% of all comments) indicated a desire for the entire library to be open for more hours. Of these 406 comments, 275 (54% of hours comments, 20% of all comments), asked for the entire library to remain open later. In 143 comments (28% of hours comments, 10% of all comments) students stated that they want the library to remain open until 11:00 PM or Midnight on weeknights. In another 27 comments students suggested that the library remain open later without specifying a time; in four comments they asked for the library to remain open until 1:00 AM; and in 12 comments they asked for the library to remain open 24 hours a day. Therefore, in a total of 186 comments (36% of hours comments,

13% of all comments) respondents expressed the opinion that the library should remain open later on weeknights. In 89 comments (17% of hours comments, 6% of all comments) respondents asked for the entire library to remain open later on Fridays and weekends. Comments asking for later hours on weekends break down as follows: Twenty-six people asked to have the library stay open later on Fridays, 25 asked for the library to remain open later on Fridays and Saturdays; 21 asked to have the library stay open later on Saturdays, nine asked for later hours on Sundays; and eight asked for later hours on weekends in general.

Thirty-eight participants (7% of hours comments, 3% of all comments) asked for later hours in the extended study area. Thirty-one of these comments suggested longer hours during the week, and seven of them asked for longer hours on Fridays and/or weekends. The combined total of comments requesting later hours in either the entire library or the extended study area is 313 (61% of hours comments, 23% of all comments).

Students also asked for more hours on weekends. In 185 comments (36% of hours comments, 13% of all comments), respondents requested additional hours on weekends.[8] One hundred seventy-one (33% of hours comments, 12% of all comments) of these comments suggested that the entire library be open for more hours on weekends and 14 asked that the extended study area be open for more hours on weekends.[9] Of the 185 comments about weekend hours, 96 asked for later hours on weekends; 68 asked for longer hours on weekends without specifying which hours; and 21 asked that the library open earlier on weekends. As for which weekend days students were most concerned about, the 185 comments about weekend hours broke down as follows: In 80 comments students asked for either weekends in general or a combination of days; 60 asked for more hours on Saturdays; 28 asked for more hours on Fridays; and 17 asked for additional hours on Sundays.

Although comments about hours were remarkably varied, several definite patterns appeared in the comments. Students want library hours expanded in the entire library rather than in the extended study areas. They want later hours on weeknights as well as on Fridays and Saturdays and they want longer hours on Saturdays.

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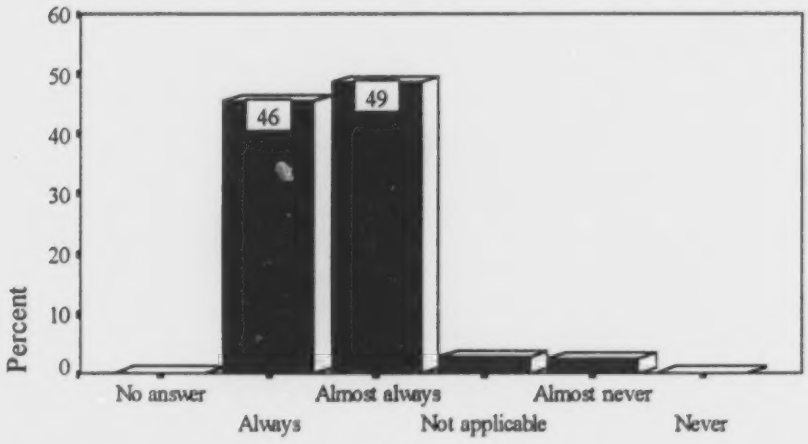
[8]The term "weekends" here includes Friday night through Sunday night.

[9]Since 96 of the comments about weekend hours asked for later hours, there is some overlap between comments about keeping the library open later and keeping the library open for more hours on weekends.

D. Quality of Assistance from Staff

Overall, the staff got high marks for the services they provide. Ninety-four percent (432) of the respondents indicated that they are always or almost always treated with courtesy by library staff (see Figure 4).

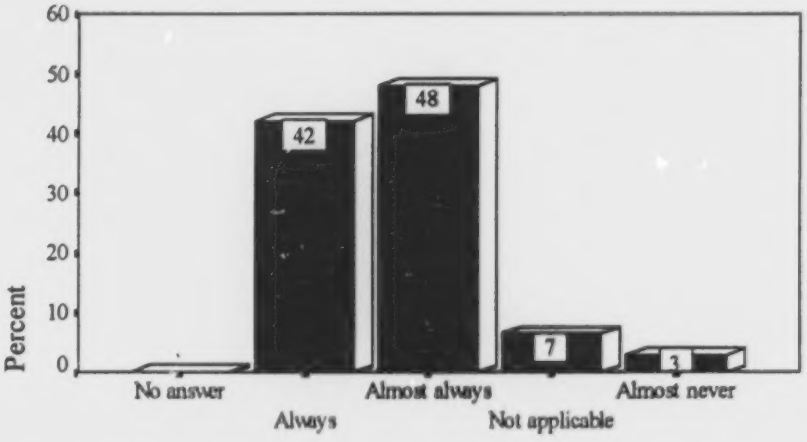
Figure 4



I am treated with courtesy by library staff.

Ninety percent (414) of the respondents indicated that they are always or almost always helped by library staff in a timely fashion (see Figure 5).

Figure 5



I am helped by staff in a timely fashion.

Ninety-five percent (434) of the students who participated in the survey indicated that the assistance they receive from library staff is always or almost always satisfactory.

Fifty-three percent (243) of those surveyed said that they are satisfied with the service they receive in the library's computer lab. Another 33% (152) stated that they don't know if service in the computer lab is satisfactory. Eleven percent (49) of the students commented that they do not use the library's computer lab. The relatively high number of respondents who indicated that they do not use the library computer labs may reflect an increase in the number of students who either own a personal computer or have access to computer services elsewhere than at the library.

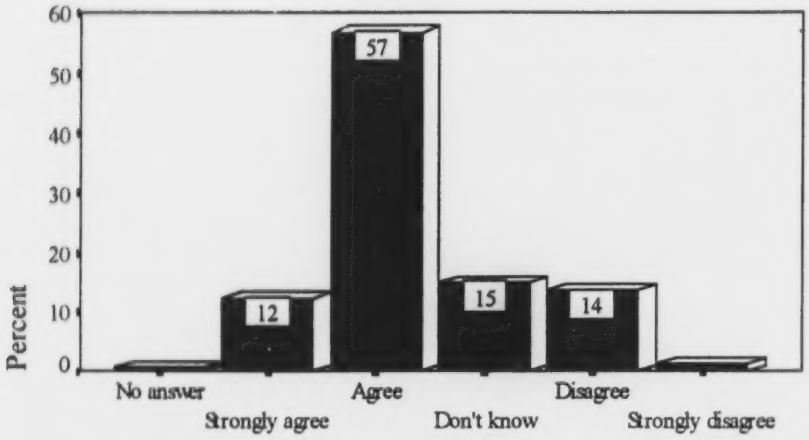
One hundred thirty-one comments (9% of all comments) were made by students about the quality of assistance they receive from library staff. Sixty-eight of these comments (52% of comments about staff assistance, 5% of all comments) said that staff come across to students as rude, condescending, or impatient when they are asked for help. Fifteen of these comments were about staff in the computer lab. Another 15 of the comments about staff courtesy referred to a specific individual who is no longer on staff. Nineteen additional comments indicated that staff are not available when assistance is required. Thirteen students, however, commented that staff have been helpful to them.

From these responses it appears that, overall, staff are providing a high quality of service to students, but that occasionally they are harried or not available when students need assistance.

E. Collections

Sixty-nine percent (318) of the students polled indicated that they either agree or strongly agree with the assertion that the library's book collection is adequate to meet their needs (see Figure 6).

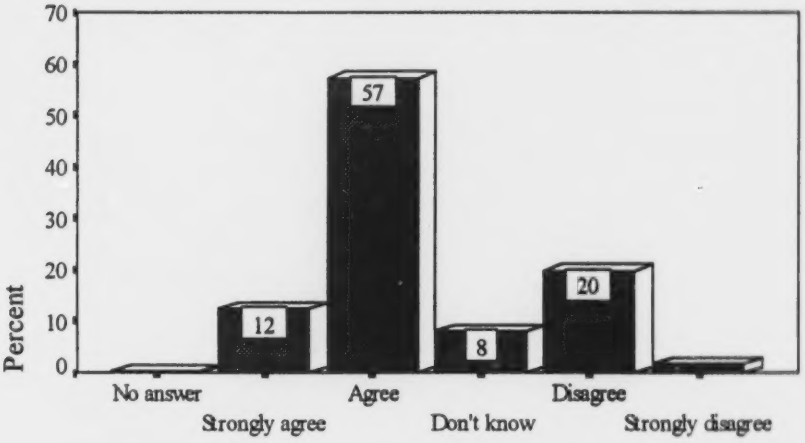
Figure 6



Book collection meets my research needs.

Seventy percent (320) of the respondents indicated that they either agree or strongly agree that the Olson Library's periodicals collection is adequate to meet their needs (see Figure 7).

Figure 7



Periodicals collection meets my research needs.

Two hundred thirty-two comments (17% of all comments) were made about collections. One hundred fifteen of these comments (50% of collections comments, 8% of all comments) indicated that the library needs more materials. The second most frequent comment received in response to the survey was in

regard to the need for more journals. In 73 comments (31% of collection comments, 5% of all comments), students stated that the library needs to expand its periodicals collection. Thirty-eight comments indicated that journals were not in their designated places on the shelves when they were needed by students. In 15 of these comments students mentioned the need for faster reshelving of periodicals.

The need for more periodicals and the need for faster reshelving of those periodicals the library does own were by far the most striking trends in comments about collections.

F. Services

The number of respondents who indicated that they use the following services at least once per semester is as follows:

Service	Percent who use
Use main information desk	93%
Check out materials	91%
Use materials on reserve	86%
Use lower level information desk	69%
Use computer lab	62%
Order materials through ILS	27%

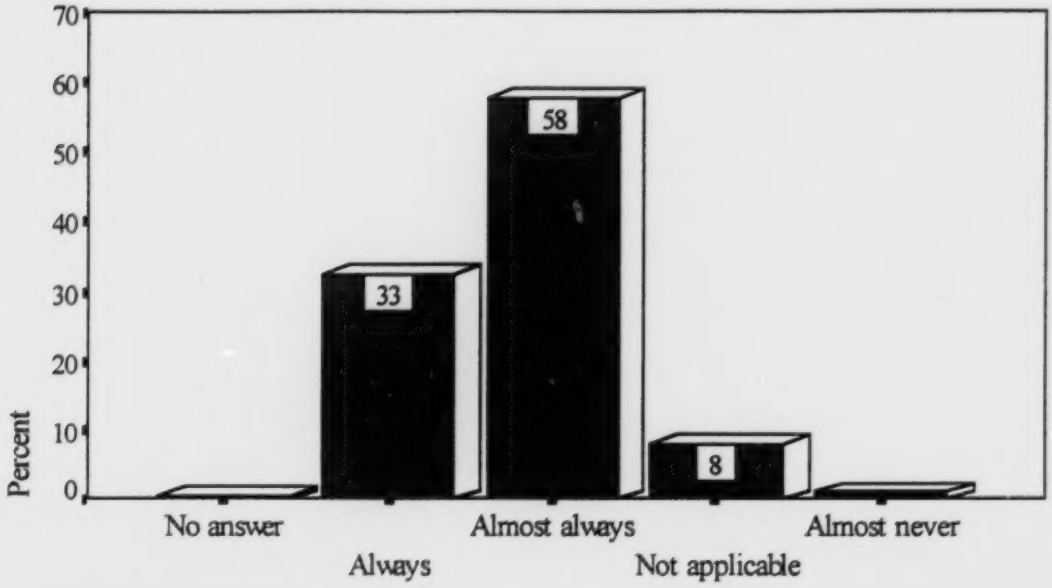
Students made 155 comments (11% of all comments) about services. In 86 of the comments about service (55% of service comments, 6% of all comments) students stated that they do not use a particular service. The most common comment about a library service was that students do not use the library's computer lab. Forty-nine such comments were made (32% of comments about services, 4% of all comments). Nine of these comments stated that the student owned a personal computer and did not need the library's computing facilities. Thirty-seven comments (24% of comments about services, 3% of all comments) indicated that students do not use interlibrary services. Although 92% (420) of those indicated that they are always or almost always able to find a quiet place to study in the library, 28 comments were made asking for more quiet in the library. In 15 of these comments, students asked library staff to monitor noise better. Eleven of these asked for additional study rooms, and two requested that vacuuming be done when the library is not open.

The prevalence of comments indicating that students do not use a particular service might indicate that library staff need to inform students more thoroughly of the services offered by the library.

G. Equipment

Ninety percent (415) of survey participants indicated that the library equipment they use is always or almost always in working order (see Figure 8).

Figure 8



Library equipment is in working order.

Students made 91 comments (7% of all comments) about equipment. Twenty-six of these (29% of comments about equipment, 2% of all comments) indicated that students use and/or like debit cards. Twelve comments stated that the printers in the computer labs are unsatisfactory.

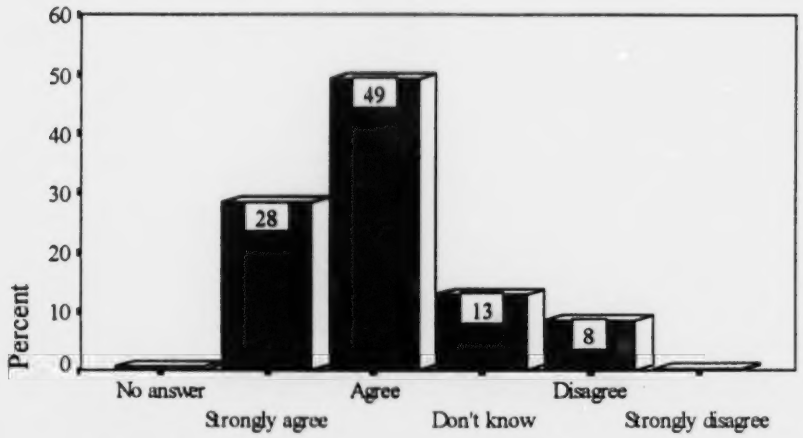
Students appear to be very satisfied with library equipment, but they would like to see better printers in the computer labs.

H. ODIN

Sixty-nine percent (315) of the students who participated in this survey indicated that they either agree or strongly agree with the statement, "I have a clear

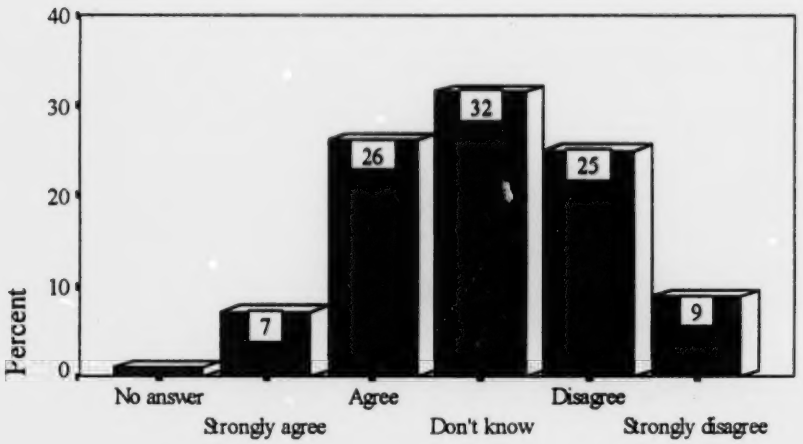
understanding of how to use the online catalog, ODIN." Seventy-eight percent (356) of the respondents said that they strongly agree or agree that they could benefit from increased understanding of how to search ODIN, but only thirty-three percent (153) indicated that they are interested in attending library skills training sessions (see Figures 9 and 10).

Figure 9



I want to know more about searching ODIN.

Figure 10



I am interested in library skills training.

Eighty-two percent (376) of the respondents answered, "not applicable" to a question about dialing in to search ODIN.

Students made 172 comments (12% of all comments) about ODIN. Forty-eight of these (28% of ODIN comments, 3% of all comments) stated that the student has not dialed in to ODIN. In 22 instances, students indicated that ODIN is difficult for them to use. In 14 instances, respondents noted that they do not have time to attend a library skills training session. In nine comments students asked for more ODIN training sessions, and in nine others they asked for clear written instructions for ODIN.

Students do not want to take the time to attend library skills training sessions, but a significant number of them find ODIN difficult to use. Therefore, perhaps a required course in library skills for all students would help to ensure that students receive training. In lieu of such a course, library staff are challenged to find ways of presenting information about ODIN in clear, concise written format and to be available to assist students when they are using the online catalog.

I. Policies

Ninety-three percent (426) of the participants indicated that they feel that library policies are always or almost always fair to students. Eighty-eight comments (6% of all comments) were made by survey participants with regard to library policies. The most common comment about policies was a request to allow food and/or drink in the library. This comment was made 24 times (27% of policy comments, 2% of all comments). Fifteen individuals commented that they would like the library to lengthen the circulation period for journals, and eight students indicated that they would like to renew materials without returning them. In another 15 comments, students took issue with fines and other circulation policies.

Students appear to be relatively satisfied with the way library policies are established and administered. Even the most controversial policy, that of prohibiting food and drink in the library, only provoked comments from five percent of the respondents.

III. Conclusion

Overall, the assertion with which we began this survey, that despite some complaints, students are generally satisfied with library hours, services, and policies, was borne out by the data. Since 87% of the students polled indicated that library hours always or almost always meet their needs, it is clear that library hours are not as unsatisfactory as some

individuals have presented them to be. It is also clear, however, that if hours were to be extended, the students would like the entire library to remain open until midnight on weeknights. They would also like more hours on weekends, particularly Friday nights and Saturdays. At least 90% of the students surveyed are satisfied with the courtesy, timeliness, and assistance provided by library staff. Despite this high rating, however, students noted in 68 comments that staff have come across as rude or impatient when asked for help and 19 students stated that staff were not available when they needed assistance. Although these comments account for only six percent of all comments, they appear often enough to be of concern.

At least 90% of the students who took part in this study indicate that they are usually able to find a quiet place to study and that library equipment is usually in working order. Although students express some concern about the adequacy of the collection, 69% of them rated the book collection as adequate, and 70% agreed that the periodicals collection meets their research needs. The most frequent complaints about collections are that the library needs more journals and needs to ensure that journals are on the shelves when needed. Since only 27% of the respondents report using interlibrary services, the collection must be meeting the research needs of many of Minot State University's students.

Although library staff often hear complaints about our prohibition of food and drink in the library, only 24 students commented about this policy. Almost four fifths of the students indicate that they could benefit from increased understanding of the online catalog, ODIN, but only a third of the respondents indicate that they are interested in attending library skills training sessions.

IV. Recommendations

Although the Gordon B. Olson Library received notably high ratings from its student constituents, respondents were moved to make 1381 comments, many of which contained suggestions for improvement. The improvements that the students seem to feel most strongly about include keeping the library open later on weeknights and Friday nights, increasing our journal and book holdings, and having staff more readily available and courteous to students. Therefore, I recommend that the library staff, with the assistance of the administration of Minot State University, explore ways of addressing the issues of hours, holdings, and staff service.

Specifically, I would like to propose that the entire library remain open until Midnight on weeknights and until 6:00 PM on Fridays and Saturdays. I also propose that the library expand its journal collection and devote more student work hours to ensuring that journals are shelved quickly and accurately. Finally, I propose that public services staff in all areas of the library receive training in working with the public and that additional employees be

hired to ensure that staff are available to help patrons in an unharried manner.

Of course, these improvements will only be possible if the library staff, with the help of the University administration and community, is able to find ways of increasing its financial resources.

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APPENDIX A

COURSES RANDOMLY SELECTED FOR INCLUSION IN THE SURVEY

Appendix A

Courses Randomly Selected for Inclusion in the Survey

Department	Course #	Course Title	Call #	Instructor
Communications	103	Fundamentals of Speech	12351	Fishman, Dr. Jean
Economics	101	Principles of Macroeconomics	11371	King, Dr. Clay
English	102	Freshman English	13170	Halvorson, Duane
Mathematics	100	Algebra	14222	Snyder, Nancy
Music	178	Functional Piano[1]	13889	Dimond, Dr. Mark
Physics	122	Introduction to Physics	15946	Streeper, Joseph
Special Ed.	117	Manually Coded English	19488	Schmidt, Jeanie
Biology	241	Anatomy & Physiology II	14931	Morgan, Dr. Rose
English	223	Introduction to Literature	13307	Curtis, John
Language	200	Business Spanish	12173	Chuquin, Dr. Emilia
Office Admin.	222	Office Automation Management	16195	Eklund, Julianne
Sociology	279	Death and Dying	11851	Leslie, Sheryl
Bus. Admin.	324	Advertising & Sales Promotion	15172	Muller, Lynn
Education	303	Elementary Lang. Arts. Methods	16632	Lamar, Dr. Helen
Nursing	365	Adult Health Nursing	10758	Swanson, Judith and Haider, Linda
Special Ed.	340	Classroom Assmt. Mental Hcp	19534	Askvig, Dr. Brent
Bus. Admin.	400	Business Ethics	15229	Ross, Gary
Bus. Admin.	432	Management Information Systems	15369	Darrow, Dr. Orien
Comm. Dis.	429	Aural Rehabilitation II	17124	Martin, Dr. Stephanie
Education	410	Current Probs. Related to Teaching	16756	Wax, Dr. Joseph

[1]This class was selected as an alternate to Class Guitar II, Call # 13897, which was cancelled due to low enrollment.

Department	Course #	Course Title	Call #	Instructor
Nursing	472	Trends and Issues	10901	Smith, Mary and Pettersen, Linda
Psychology	424	Advanced Counseling	17574	Cassatt, Susan
Sociology	478	Sociological Theory	11924	Hoffman, Dr. Harry
Special Ed.	583	Speech Appraisal Hearing Imp.	19861	Miller, Faye

APPENDIX B

LETTER TO FACULTY

MINOT STATE
UNIVERSITY

Gordon B. Olson Library

Appendix B

January 16, 1995

Dear _____,

I am writing to ask for your help. As part of the process of assessing library services, I will be surveying students in randomly selected classes this semester. Your class, _____, has been selected to participate in this survey.

I would like to visit your class for about fifteen minutes at the beginning of one session to introduce the survey and allow the students time to complete it.

I will contact you during the next week to discuss this.

Yours truly,

Jane la Plante
Access Services Librarian

500 University Avenue West - Minot, North Dakota 58707
Director (701) 857-3200 - Circulation 3201 - Reference 3296 - Acquisitions 3306 - Media Services 3094 - FAX (701) 839-6933
An Equal Opportunity/Affirmative Action Employer

APPENDIX C

SURVEY FORM WITH FREQUENCIES AND PERCENTAGES

GORDON B. OLSON LIBRARY
Minot State University
SURVEY OF LIBRARY SERVICES
Spring 1995

1. My academic major is See Attachment A

Please make a check mark on the line in front of **ONE** answer for each question. Space for comments has been left at the end of questions 4-26. Although comments are, of course, optional, we welcome your input.

2. I am a:

		Percent
69	Freshman	15%
77	Sophomore	16.8%
124	Junior	27%
172	Senior	37.5%
6	Graduate Student	1.3%
11	Other: please indicate	2.4%

3. How many times per semester do you use the following library services:

A. Check out materials:

39	0	8.5%
186	1-5	40.5%
101	6-10	22%
75	11-20	16.3%
41	21-50	8.9%
17	More than 50	3.7%

B. Use materials on reserve:

65	0	14.2%
224	1-5	48.8%
94	6-10	20.5%
53	11-20	11.5%
19	21-50	4.1%
4	More than 50	.9%

C. Order materials through interlibrary services:

336	0	73.2%
99	1-5	21.6%
14	6-10	3.1%
4	11-20	.9%
5	21-50	1.1%
0	More than 50	0%
1	No answer	.2%

D. Ask for assistance at the main Information Desk:

		Percent
34	0	7.4%
304	1-5	66.2%
84	6-10	18.3%
23	11-20	5.0%
11	21-50	2.4%
3	More than 50	.7%

E. Ask for assistance at the lower level periodicals Information Desk:

141	0	30.7%
252	1-5	54.9%
49	6-10	10.7%
13	11-20	2.8%
4	21-50	.9%
0	More than 50	0%

F. Use the computer lab:

175	0	38.1%
123	1-5	26.8%
49	6-10	10.7%
47	11-20	10.2%
48	21-50	10.5%
16	More than 50	3.5%
1	No answer	.2%

4. Current library hours meet my needs

100	Always	21.8%
300	Almost always	65.4%
6	Not applicable	1.3%
46	Almost never	10%
3	Never	.7%

Comments:

4	No answer	.9%

5. If the library were to expand its hours, please indicate the additional hours you would like the library to remain o

29 I would like the extended study area to remain open the following additional hours: 6.3%

202 I would like the entire library to remain open the following additional hours: 44%

46 I would like the extended study area to remain open the following additional hours 10%
_____ and the entire library to remain open the following additional hours _____
_____.

167 Current library hours are sufficient. No additional hours are necessary. 36.4%

Comments:

15 No answer 3.3%

See Attachment B for comments.

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6. I am treated with courtesy by library staff:

		Percent
209	Always	45.5%
223	Almost always	48.6%
13	Not applicable	2.8%
12	Almost never	2.6%
1	Never	.2%
Comments:		
1	No answer	.2%

7. I am helped by library staff in a timely fashion:

193	Always	42%
221	Almost always	48.1%
30	Not applicable	6.5%
14	Almost never	3.1%
0	Never	0%
Comments:		
1	No answer	.2%

8. The assistance I receive from library staff is satisfactory:

218	Always	47.5%
216	Almost always	47.1%
15	Not applicable	3.3%
7	Almost never	1.5%
0	Never	0%
Comments:		
3	No answer	.7%

9. I am able to obtain desired information from library staff:

177	Always	38.6%
252	Almost always	54.9%
15	Not applicable	3.3%
12	Almost never	2.6%
0	Never	0%
Comments:		
3	No answer	.7%

10. The Olson Library's book collection is adequate to meet my research needs.

57	Strongly agree	12.4%
261	Agree	56.9%
69	Don't know	15%
63	Disagree	13.7%
6	Strongly disagree	1.3%
Comments:		
3	No answer	.7%

11. The Olson Library's periodical (journals and magazines) collection is adequate to meet my needs:

		Percent
57	Strongly agree	12.4%
263	Agree	57.3%
37	Don't know	8.1%
91	Disagree	19.8%
9	Strongly disagree	2.0%
	Comments:	
2	No answer	.4%

12. Once I have a call number, I am usually able to find materials in the book stacks.

100	Strongly agree	21.8%
269	Agree	58.6%
48	Don't know	10.5%
35	Disagree	7.6%
3	Strongly disagree	.7%
	Comments:	
4	No answer	.9%

13. Once I have a journal or magazine title, I am usually able to find materials in the journal stacks.

71	Strongly agree	15.5%
258	Agree	56.2%
55	Don't know	12%
61	Disagree	13.3%
6	Strongly disagree	1.3%
	Comments:	
8	No answer	1.7%

14. If I am unable to find materials myself, I am able to obtain assistance from library staff in locating them.

168	Always	36.6%
221	Almost always	48.1%
44	Not applicable	9.6%
17	Almost never	3.7%
4	Never	.9%
	Comments:	
5	No answer	1.1

15. The Olson Library's procedures for renewing materials are acceptable to me:

70	Strongly agree	15.3%
227	Agree	49.5%
128	Don't know	27.9%
26	Moderately disagree	5.7%
3	Strongly disagree	.7%
	Comments:	
5	No answer	1.1%

16. The speed with which I receive requested materials through interlibrary services is satisfactory:

		Percent
38	Always	8.3%
99	Almost always	21.6%
292	Not applicable	63.6%
9	Almost never	2.0%
3	Never	.7%
Comments:		
18	No answer	3.9%

17. The library equipment that I use is in working order:

150	Always	32.7%
265	Almost always	57.7%
37	Not applicable	8.1%
5	Almost never	1.1%
0	Never	0%
Comments:		
2	No answer	.4%

18. I am satisfied with the service I receive in the library's computer lab:

64	Strongly agree	13.9%
179	Agree	39.0%
152	Don't know	33.1%
36	Disagree	7.8%
2	Strongly disagree	.4%
Comments:		
26	No answer	5.7%

19. I have a clear understanding of how to use the online catalog, ODIN:

76	Strongly agree	16.6%
239	Agree	52.1%
49	Don't know	10.7%
69	Disagree	15.0%
19	Strongly disagree	4.1%
Comments:		
7	No answer	1.5%

20. I feel that I could benefit from increased understanding of how to search the online catalog, ODIN:

130	Strongly agree	28.3%
226	Agree	49.2%
59	Don't know	12.9%
39	Disagree	8.5%
2	Strongly disagree	.4%
Comments:		
3	No answer	.7%

21. I am interested in attending library skills training sessions:

		Percent
33	Strongly agree	7.2%
120	Agree	26.1%
145	Don't know	31.6%
115	Disagree	25.1%
41	Strongly disagree	8.9%
	Comments:	
5	No answer	1.1%

22. When I dial in to search the online catalog, ODIN, from my home computer, I am able to get through to ODIN

11	Always	2.4%
26	Almost always	5.7%
376	Not applicable	81.9%
3	Almost never	.7%
17	Never	3.7%
	Comments:	
26	No answer	5.7%

23. I am able to find a quiet place to study in the library:

169	Always	36.8%
251	Almost always	54.7%
21	Not applicable	4.6%
14	Almost never	3.1%
1	Never	.2%
	Comments:	
3	No answer	.7%

24. I am willing to purchase a copy debit card for fifty cents so that I can make copies without using coins:

192	Strongly agree	41.8%
198	Agree	43.1%
32	Don't know	7.0%
14	Disagree	3.1%
17	Strongly disagree	3.7%
	Comments:	
6	No answer	1.3%

25. I feel that library policies are fair to students:

131	Always	28.5%
295	Almost always	64.3%
20	Not applicable	4.4%
9	Almost never	2.0%
2	Never	.4%
	Comments:	
2	No answer	.4%

Appendix C

Attachment A

Q01D Major

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	3	.7	.7	.7
Art	1	3	.7	.7	1.3
Accounting	2	20	4.4	4.4	5.7
Addiction Studies	3	12	2.6	2.6	8.3
Audiology	4	1	.2	.2	8.5
Biology	5	10	2.2	2.2	10.7
Broadcasting	6	4	.9	.9	11.5
Business Admin.	7	18	3.9	3.9	15.5
Business Education	8	4	.9	.9	16.3
Chemistry	9	3	.7	.7	17.0
Communication Arts	10	1	.2	.2	17.2
Communication Dis.	11	36	7.8	7.8	25.1
Computer Science	12	5	1.1	1.1	26.1
Corporate Fitness	13	1	.2	.2	26.4
Criminal Justice	14	17	3.7	3.7	30.1
Education	15	2	.4	.4	30.5
Elementary Education	16	47	10.2	10.2	40.7
Education- Deaf	17	6	1.3	1.3	42.0
English	18	1	.2	.2	42.3
Finance	19	7	1.5	1.5	43.8
History Education	20	1	.2	.2	44.0
Info. Processing	21	5	1.1	1.1	45.1
Info. Systems Mgmt.	23	4	.9	.9	46.0
Legal Secretarial	24	2	.4	.4	46.4
Management	25	22	4.8	4.8	51.2
Marketing	26	16	3.5	3.5	54.7
Mathematics	27	1	.2	.2	54.9
Medical Technology	28	4	.9	.9	55.8
Medical Secretarial	29	10	2.2	2.2	58.0
Music	30	5	1.1	1.1	59.0
Nursing	31	71	15.5	15.5	74.5
Physical Education	32	1	.2	.2	74.7
Physics	33	3	.7	.7	75.4
Pre-Chiropractic	35	6	1.3	1.3	76.7
Pre-Dental Hygiene	36	2	.4	.4	77.1
Pre-Medical	38	2	.4	.4	77.6
Pre-Mortuary	39	1	.2	.2	77.8
Pre-Occup. Therapy	40	2	.4	.4	78.2
Pre-Pharmacy	41	2	.4	.4	78.6
Pre-Physical Therapy	42	2	.4	.4	79.1
Psychology	44	28	6.1	6.1	85.2
Radiologic Tech.	45	10	2.2	2.2	87.4
Social Work	46	10	2.2	2.2	89.5
Sociology	47	3	.7	.7	90.2
Spanish	48	7	1.5	1.5	91.7
Special Education	49	14	3.1	3.1	94.8

Q01D Major

Speech-Lang Path-Gr.	50	3	.7	.7	95.4
Undecided/Gen. Coll.	51	20	4.4	4.4	99.8
Audit	52	1	.2	.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

- -

Q01H Second Major

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	391	85.2	85.2	85.2
Art	1	1	.2	.2	85.4
Accounting	2	1	.2	.2	85.6
Addiction Studies	3	6	1.3	1.3	86.9
Broadcasting	6	1	.2	.2	87.1
Business Admin.	7	1	.2	.2	87.4
Communication Dis.	11	1	.2	.2	87.6
Computer Science	12	1	.2	.2	87.8
Criminal Justice	14	1	.2	.2	88.0
Elementary Education	16	13	2.8	2.8	90.8
Education- Deaf	17	1	.2	.2	91.1
Finance	19	1	.2	.2	91.3
Info. Processing	21	2	.4	.4	91.7
Info. Systems Mgmt.	23	1	.2	.2	91.9
Management	25	1	.2	.2	92.2
Marketing	26	1	.2	.2	92.4
Mathematics	27	1	.2	.2	92.6
Music	30	1	.2	.2	92.8
Nursing	31	1	.2	.2	93.0
Physical Education	32	1	.2	.2	93.2
Political Science	34	1	.2	.2	93.5
Pre-Law	37	1	.2	.2	93.7
Pre-Pharmacy	41	1	.2	.2	93.9
Pre-Veterinary Medic	43	1	.2	.2	94.1
Psychology	44	7	1.5	1.5	95.6
Sociology	47	4	.9	.9	96.5
Spanish	48	1	.2	.2	96.7
Special Education	49	15	3.3	3.3	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Appendix C

Attachment B

Q05A Comments about extended study area.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	390	85.0	85.0	85.0
24 hours a day	3	9	2.0	2.0	86.9
More hours-Saturdays	5	3	.7	.7	87.6
More hours-weekends	6	4	.9	.9	88.5
Open earlier	7	4	.9	.9	89.3
Stay open later-Fri.	12	2	.4	.4	89.8
Stay open later-Sat.	13	3	.7	.7	90.4
More hours-finals	16	2	.4	.4	90.8
Req hrs already open	22	15	3.3	3.3	94.1
1:00 AM.	23	8	1.7	1.7	95.9
2:00 AM.	24	14	3.1	3.1	98.9
Other	25	3	.7	.7	99.6
Later Fri. and Sat.	26	2	.4	.4	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

39

Q05B Comments about entire library.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	209	45.5	45.5	45.5
Eleven PM	1	41	8.9	8.9	54.5
Midnight	2	80	17.4	17.4	71.9
24 hours a day	3	7	1.5	1.5	73.4
More hours-Sat.	5	14	3.1	3.1	76.5
More hours-weekends	6	18	3.9	3.9	80.4
Open earlier	7	2	.4	.4	80.8
Open earlier-Sat.	8	4	.9	.9	81.7
Open earlier-Sundays	9	3	.7	.7	82.4
Open earlier-weekend	10	4	.9	.9	83.2
Stay open later	11	4	.9	.9	84.1
Stay open later-Fri.	12	16	3.5	3.5	87.6
Stay open later-Sat.	13	13	2.8	2.8	90.4
Stay open later-Sun.	14	6	1.3	1.3	91.7
Stay open later-wknd	15	6	1.3	1.3	93.0
More hours-finals	16	2	.4	.4	93.5
More hours-holidays	17	2	.4	.4	93.9
1:00 AM.	23	4	.9	.9	94.8
Other	25	1	.2	.2	95.0
Later Fri. and Sat.	26	15	3.3	3.3	98.3
Open earlier + later	27	5	1.1	1.1	99.3
More hours-Sundays	28	3	.7	.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q05D Comments about Question 5.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	415	90.4	90.4	90.4
Midnight	2	3	.7	.7	91.1
Open for more hours	4	3	.7	.7	91.7
More hours-Saturdays	5	1	.2	.2	91.9
More hours-weekends	6	3	.7	.7	92.6
Open earlier-Sat.	8	1	.2	.2	92.8
Open earlier-Sundays	9	1	.2	.2	93.0
Stay open later	11	6	1.3	1.3	94.3
Stay open later-Fri.	12	3	.7	.7	95.0
Stay open later-Sat.	13	1	.2	.2	95.2
Stay open later-Sun.	14	1	.2	.2	95.4
More hours-finals	16	4	.9	.9	96.3
More hours-holidays	17	2	.4	.4	96.7
Positive comment	21	5	1.1	1.1	97.8
Other	25	10	2.2	2.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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APPENDIX D

TRANSCRIPT OF COMMENTS

Appendix D
Transcript of Comments

Introduction

This is a transcript of comments as they were written by the survey respondents. No corrections in grammar or spelling have been made.[1] In the interest of confidentiality, any comments that refer, in a pejorative fashion, to an identifiable individual staff member have been expunged from this public record. In cases where the same comment was made more than once, one asterisk has been placed after the comment for each time it was made. Explanatory information that is not part of a comment has been placed in brackets.

Comments

3. How many times per semester do you use the following services:

C. Order materials through interlibrary services:

Have not had to.
Have not yet.
I'm not sure even where it begin to use this.

D. Ask for assistance at the main Information Desk:

Very helpful! I was impressed.
Hesitate to ask, so few of the workers are friendly and approachable.

---

[1]In cases where students did not add ending punctuation to a sentence, a period was added.

E. Ask for assistance at the lower level periodicals Information Desk:

[0 times per semester] No one is ever there when I'm downstairs.

[0 times per semester] I have wanted to but have never seen anyone there.

I have gone there many times to ask for assistance and there is no one there.

If someone is there, which usually is not the case.

F. Use the computer lab:

[0 times per semester] Library computer.

Comment: I would be interested in attending training on how to use the computers more efficiently in the Computer Lab!

Own my own computer. **

[0 times per semester] Cuz of your stupid policy that you have to have your ID on you.

4. Current library hours meet my needs:

Later hours during evenings, especially Fridays, would be helpful.

24 hours during finals week would be nice.

If budget permited, it should all be open until at least 11 PM.

It would be nice if the computer labs were open later.

Need to be open later!!

I am glad the hours changed.

It would be more convenient if I was able to use the library (or was able to choose to use the library) 24 hours a day- other schools have this access- why not MSU.

I truly believe that library hours should be extended during the weekend. I could use the library a lot more during Saturday mornings and afternoons, and evenings.

4. Current library hours meet my needs (continued):

Opening a little longer on Sat. would be nice, i.e. 12-6.

Thanksgiving weekend the Library could have been open on the Sunday.

Around exam times (midterms and finals), it would be nice to have later library hours.

Most other University libraries stay open until at least 2:00 AM, if not 24 hours.

I feel the library should be a 24 hour service. This is a college and many times people have jobs and are rushed for time! Also weekend hrs and holiday hrs are way too short!!!!!!!

It would be nice if it was open longer during the week. (Nights) Although the extended hours over finals were excellent.

I think longer hrs on Sat. would be great.

On Fridays, library closes at 4 which puts a crimp in my plans for getting materials that I'd have to get the next day.

I did notice last semester during finals the last Friday the library was closed and there was still finals the next day this was very inconvenient.

I think your library is open pretty good hours.

However, there are times when I wish it were open til 12:00 AM. Even though the study room on the lower level stays open, it is such a disruption to a studying pattern to pick everything up and move downstairs. I usually go home at that time.

I can get a lot of work done upstairs until 10:00, however, after that it becomes difficult to read becuz of all the people in the room with you downstairs.

Actually, sometimes should be an answer. I would use the library more but it seems if I don't get there till 8 it closes at 10- not enough time. Stay open till 12:00 AM (midnight).

I feel as a University we should be open 24 hrs a day during the week and extended hrs on Sunday.

Sat. hrs. I'd like to see extended.

4. Current library hours meet my needs (continued):

I wish the main upper library was open until 12:00. I prefer those study accommodations over the lower level extended hours study rooms.

There have been times when I would have liked to type out a paper very late after work, but I've just had to come in in the morning or use a friend's computer.

For this university, I can't see any reason why the library isn't open until Midnight- that extended hours in those two little rooms is crap!!

Would like to see better (more) hours on the weekend.

Sometimes I could use longer hours on the weekends.

I think the library should be open longer on Fridays and the weekends. Plus, until 11:00 PM every night Mon-Thurs.

I work at night and have 2 night classes. The main library should be open until midnight. I don't know of any schools that close their library at 10:00!!! Also it should be open later on Sundays!!

Saturday hrs are short. Need to be open longer in evening.

Would like extended weekend hours- especially on Friday and Saturday.

Really enjoy extended hours during final exam week.

Earlier Sat. hours, and later Friday hours would be good.

It would be appreciated if the library was open on holidays and longer on the weekends.

I think we could use some more hours on Saturdays.

I would find it more convenient if the library extended its hours to 11:00 PM. Fridays I would use the library if it was opened @ night and Saturday mornings.

Sometimes. I wish the entire library were open for longer hours and on weekends too.

The library needs to stay open later until 11:00 or 12:00 (main study areas, not rooms downstairs). Also it would help to extend the hours on Fri. nights and Sat. nights. The extended hour labs are not an option to me as they are too distracting.

4. Current library hours meet my needs (continued):

M.S.U. library should stay open til at least 11:00. Hours are posted as being open til 10:00 however all the lights upstairs are shut off at 9:45 sometimes earlier. A good idea would be to flick the lights on/off instead of shutting them off completely.

Longer hours on the weekends would be much better. Also, reshelving journals on the weekends seems fairly reasonable to me!

I would like to see the library open for longer periods on weekends.

Long weekends Thanksgiving in particular- the library should be open on the Sunday before coming back. I rely on the computers and periodicals a lot and would use that time. Also the library should be open later Fridays- until 6-8 pm at least, and there should be longer hours on Saturdays, 10-6 or 8. I'm sure it would be used, especially during busy times.

It would be nice if it was open earlier or later on Saturdays.

I think the library needs to be open later at night. When you work until 9 there is hardly enough time to get to the library and do the research needed before they close. I think it should be open until midnight.

Not on weekends. Hours are too short.

During finals the library should extend their hours even more than they currently do.

Although it may be inconvenient for library personnel, it would be nice if the library were open until later at night and open for more hours on weekends.

You do a great job!

At times it would be convenient to have the library open more on the weekends, i.e., later Friday (10:00 pm) and earlier Saturday (9:00 or 10:00 am). Later (full library) on weekdays, ex 11 pm.

Last semester the Sunday that started finals week, the library was closed!! The following week, after finals, the library was open extended hours. I fail to see the logic in the scheduling. Also the library could open earlier on weekends. Not everybody goes to 11:00 Mass.

4. Current library hours meet my needs (continued):

I have a busy evening schedule. It would be nice if library hours were extended not just study hall.

Would like later hours on Fridays and Saturdays.

Need to be open later (computer labs).

I work 2-9:30 pm 6 days a wk. so getting enough time in at the library is difficult for me.

Hours should be extended Fridays and weekends.

Should extend Fridays until at least 8:00 Saturday and Sundays until 9:00.

["Always" checked.] However! it would be nice to see a portion of the library open longer during peak use times- other university libraries do this.

They need to be extended longer, especially on Fridays and Saturdays.

Staying open late on Sundays would be helpful.

Longer weekend hours.

I wish it (library) was open until later at night.

With this nice a facility the entire library should be open until midnight, except (Friday, Saturday).

Later on Fridays!

4 o'clock on Saturdays is too early to close!

My school schedule is full until 3 pm and I work until 10 PM. I like access to study rooms. But I don't have access to library materials.

The computer lab closes to early; at most universities around the country the computers/ library are available 24 hours. It seems reasonable for us students working part time.

Wish the library was open more during break periods/ over holiday weekends.

I use the base library because of location.

4. Current library hours meet my needs (continued):

I think it should be open longer on Saturdays.

Could be opened longer on Sunday nights...

I don't use the library that much.

I feel the library should be open until at least 12 midnight M-Th. It would be much more convenient for students.

Wish that hours were extended to meet work needs.

Some of us college students do work, and I work almost 40 hrs. a week, and I have a tough time to get in between classes and work. I'd like to see it open 24 hrs. a day.

At a university this size the library should close no earlier than midnight.

Should be open before noon on Saturdays. Some people have to work in the afternoons and evenings.

I like to study on the weekends- when my roommates are a tad noisy- extended hours would help.

Library isn't open long enough.

Open longer on Friday, Sat., Sunday.

The current library hours should be extended. I often have trouble working around the hours.

Weekends- Sat morning would be great and Fri. night. Find it interesting that they close over a holiday near finals.

I work until 10:00 pm off campus and on campus in between my classes, to check out materials is difficult for me I would use the library much more if it were open until 12:00 a.m.

I would like the library to be open later on Saturdays. Like until 8:00 pm.

Fridays and Saturday hours are to short for those of us who have a job and/or children.

4. **Current library hours meet my needs (continued):**

I think longer hours on Saturdays would be helpful.

During the week- library (main part) should be open till 10:30. During the weekend (Saturday)- library (main part) should be open till 6:00.

Extend computer lab hrs.

During the week the hours are fine. But closing at 4:00 does not meet my needs and this also includes weekend hours.

It would be nice if the library was open earlier on Saturdays. And also when the college is closed.

Library hours should run later for those that work.

I do wish the library would stay open longer on Fridays and Saturdays.

I am really glad that the extended hours part is open until 12:00 AM.

They could stay open on Fridays longer- say until 8:00 or so- and during finals week and the week before they could be open longer!

It would be nice to stay in the main library until after 10. I do not like packing up my stuff and going down stairs.

Hours should be later for students who work afternoons.

I think that the library definitely needs to be open later on week nights (til 12 am at least) and the hours on the weekends are ludicrous.

It would be very helpful if we were able to have access to periodicals even "after hours" not just until 10:00. With work it is sometimes difficult to make it in time.

Longer Saturday hours would be nice.

I would like to see better hours on the weekends, especially opening earlier in the morning being I usually work from noon to ten on weekends.

I would like to see it open later at night to study.

4. **Current library hours meet my needs (continued):**

Could open earlier in morning.

I think the computers are very hard to use if you want to find something: complicating!

I've felt that it's very interrupting to be working in the computer lab and when the main library closes you need to quit, go up the stairs and out, just to come back in the bottom and start where you left off.

Need longer hours!!

During finals week the library should be open 24 hours and all weekends.

Sat. and Sunday mornings would be nice.

Most excellent times when open.

Longer hours on Saturdays.

Longer hours for Saturday would be nice.

Once in a blue moon I wish the library was open 24 hours, because sometimes I have to finish up a paper (and I like to work late at night).

Should stay open later in the evenings, especially on weekends.

Last semester when I had a final on Saturday, extended hours did not include Friday night. Extended hours should go through finals.

Library should be open until at least 12:00 AM so that people can study.

The current hours are very convenient; I am able to go to the library and study anytime.

Need later hrs on Friday all day Sat. and Sun.

Weekends are when I have the most time to study. I wish it were open later on weekends.

Longer hours on Fri. and Sat.

They should stay open after 10:00 pm- some of us work till then.

It should be open until 9 on Sat.

4. Current library hours meet my needs (continued):

The weekends should have longer hours, particularly Saturday mornings.

Transfer student, have not had to use the library yet.

I work nights and don't usually get off until late at night. When I show up at the library there's maybe somewhere between twenty to fifteen minutes for me to study.

I have not been a student here long enough to need to use the library.

I was very disappointed at the hours during Christmas break. It should have been open the Sunday before school started up again.

I would like to see the evening hours extended for the entire building until 12 am. Weekend hours should be extended.

None.

On holiday weekends, when I like to get things caught up the library is closed. I don't expect people to have to work though so its not a big deal.

It should open earlier on Sundays.

I think the library should be open longer on Saturdays and Fridays.

Longer hours would be nice.

I would like the library to be open until 12:00 AM during the week (M-Th) and on Sunday.

The library hours do not serve students. Close too early-- most or many students love to study or do research late into the night. The weekends the library hours are practically non-existent. When are we supposed to do research and study-- the weekend-- can't @ the library.

Could be open more on weekends.

Be open later on Fridays and Saturdays PLEASE!

Need more hour expansion on Sat.

4. **Current library hours meet my needs (continued):**

Fridays need to have extended times.

Prefer longer hours on Saturdays as I also work during week.

I only go during class time and off time between classes.

Later at nights and on weekends.

5. **If the library were to expand its hours, please indicate the additional hours you would like the library to remain open:**

Extended study area:

24 hours/day **
Computer lab until 12:00 PM or 1:00 AM.
Until 11:00 PM.
N/A- too distracting to me.
Saturday 4-9.
On Saturday 4:30-6:00.
9:00 PM on Friday.
Sun. 10:00 PM, Fri.- 8:00 PM, Sat. 9:00 AM- 6:00 PM.
12:00 PM
Longer on weekends.
Longer on Sat.
3 hours
2 extra hours **
2 AM
Until 1- 2 AM.
Till 11:00 PM.
Saturday 9-10.
Saturday 9- 1:00 PM/ 4-6 PM.
10-5 Saturdays.
All night.
8:00- 1:00 Monday- Friday, Saturday and Sunday 12:00- 11:00.
Midnight for comp. lab.
[Additional hours checked, no times listed.]
1 to 2 hours later.
Later than 10 PM.
6:00 AM- 12:00 Midnite.
12 midnight

5. Additional hours you would like the library to remain open (continued):

Entire library:

6:00 AM-
Until 11 or 12. ***
11:00 PM ***** ***** ***** ***** ****
11:00 PM week nights and 12:00-7:00 PM Saturdays and Sundays.
Till 10:30 or 11:00 [week nights], on Saturday- till 6:00.
11 or 12 PM
Until 11:30 PM or 12:00 AM.
Until Midnight ***** ***** ***** ***** ***** *****
Until midnight, or later.
At least midnight.
Until at least 1 AM.
1-2 AM
Until 12:00 or 11:00.
Open until 11:30.
Til 12 mid all time.
10:00 PM- 12:00 AM **
Until Midnite Sun.-Thurs.
Until Midnight- 1:00 AM.
Until Midnight M-TH, 24 hours F-S.
Until Midnight every night, 10:00 AM to 6 or 8 Saturdays.
12:00 AM on week nights, more hours on Saturday and Sunday.
Midnight, and 10 PM on Fridays and Saturdays.
Until Midnight on week nights.
Until at least 2:00 AM.
10-11:30 PM
7:00 AM-11:30 PM.
7:00 AM-11:30 PM every day.
7:00 AM-12:00 AM.
8:00 AM- 11:00 PM.
8 AM-12
8:00 AM- 12:00 AM on weekends.
1 [hour]
2 hours ***** *
Remain open 'til midnight each day.
From say 9 PM until 1 or 2 AM.
11:00 PM or 12:00 and Friday and Saturday nights.
til 12 or 1 at nite
8:00 am - 12:00 a.m. **
11:00 PM M-TH, longer Friday and weekends.

5. Additional hours you would like the library to remain open (continued):

Entire library:

Monday to Friday and Sunday until 11:00 PM.
12 pm Monday through Friday, Saturday and Sunday until 10.
Fridays til 8.
On Friday until 10:00.
Earlier on Sat. and Sun. and later on Fri., Sat., Sun.- Sat. and Sun. open around 9 or 10 and close library esp. Fri. around 9 or 10.
Til 9:00 PM on Fridays.
Until 5:30 Fridays.
Fridays after 5 and Saturdays after 3.
Fridays and Saturdays until 9 PM.
Friday until 10:00 PM, Saturday until 10:00 PM, Sunday 8 AM-.
Later on Friday, i.e., to 8 PM, nights to midnight.
Later on Fridays at least till nine.
Friday evenings, Saturday mornings.
Friday and Sat. nights.
Friday until 10:00, Saturday and Sunday 9-9.
Stay open later on Fridays and stay open on holidays such as Presidents Day etc.
Friday until 10:00 PM, Saturdays 10:00 AM- 10:00 PM.
Friday until 10:00 PM.
Friday to 11:00 PM.
Fri. and Sat.
Friday evening until 9, Saturday 10- 6.
Fridays- evenings.
Fridays until 6:00 or 7:00, open earlier on weekends to 6:00 or 7:00.
Open at 7:00 AM, Saturday and Sunday afternoons until 6:00, Friday until 7:00 PM.
Friday until at least 8.
Until 19:00 on Fridays.
Same as above [Need later hrs on Friday, all day Sat. and Sun.]
Friday 8:00 AM to 9:00 PM, Saturday 9:00 AM to 6:00 PM.
Fri. 8:00 PM, Sat.9:00- 6:00 PM.
Later on Friday, longer on Saturday.
5-8 on Fridays/Saturdays.
Longer on Saturday. **
Longer Sat. and Sun.
More hours on weekends.
Saturday until 8:00.
Sat. 12-8.
Open at 9 on Saturdays.

5. Additional hours you would like the library to remain open (continued):

Entire library:

More on weekends.
More on Sat. and Sun. morn.
Friday, Saturday, and Sunday evenings.
Earlier on Saturday and Sunday.
Earlier and later on Saturdays.
Later on weekends.
Longer on weekends.
Later on weekdays, earlier and later on weekends.
Later and earlier on weekends.
Sat 10-10 and Sun 10-10.
Saturday 9 AM- 9 PM and Sunday 9 AM- 10 PM.
Saturday 9:00 AM-7:00 PM.
Saturday 9-4.
Saturday 9-5.
9:00 AM on Saturdays and possibly later on Sundays.
Til 9:00 or 10:00 PM Fridays and Saturdays.
Saturday 12-6.
Until 6 or 7 on Saturdays.
Saturdays.
Sat. til 9 PM.
Later on Sat. and Sun.
Two additional hours on Saturdays.
Monday-Friday 8-11, Saturday 2-6, Sunday 1-9.
Later Sundays; late night once a week.
Expand hours on Sundays.
Perhaps open earlier on Saturday and Sunday- 10 or 11.
Earlier Saturday and Sunday.
Saturday mornings and Saturday evenings.
Saturday until at least 3.
Saturday late afternoon.
Longer on Saturdays.
Longer on Saturdays and Sundays.
All day Saturday and Sunday.
More Saturday til 8.
Saturday til 8:00 PM.
Saturday, until 7 or 8 PM.
Saturdays later (maybe until 7:00).
Longer on Saturdays.
Till 10:00 Sun.

5. Additional hours you would like the library to remain open (continued):

Entire library:

Sundays 10-9.
Sunday 5-10 PM.
Sundays until 10 PM.
9:00 AM Sat. and Sunday to 12:00 PM.
Sunday night.
Sunday evening until 11:00 PM.
Sunday 12:00-8:00.
More hours on Sat (AM) and Sun.
Till 6:00 on weekends.
Until 8:00 PM weekends.
Longer on Friday and Saturday.
7 AM to 11 PM weekends, Sat. till 7 PM.
Weekends 8 AM-12 Midnight.
4-11 PM on weekends.
Longer on weekends.
Later on weekends.
Longer on Fri. and Sats.
till 3 am
24 hrs. a day. ***
24 hours during the week and Sunday until 3 am.
24 hours or as close to it as possible!
As close to 24 as possible.
Sunday afternoon earlier.
More hours on Sun.
Holiday Mondays- some evening hours.
Till Midnight during exam wk.
Later Friday (10:00 PM) and earlier Saturday (9:00 or 10:00 AM), later on weekdays, ex. 11 PM.
Weekends 9 or later.
More hours around Holidays.
Possibly over holiday.

Extended hours and entire library:

24 hours a day for both.
Friday nights and Saturday afternoon/night for both.

5. Additional hours you would like the library to remain open (continued):

Extended hours and entire library:

Entire library: More on weekends.
Extended area: More on weekends.

Entire library: Until 11:00 PM.
Extended area: 12:30 PM

Entire library: Until 12 am. ***
Extended area: Until 2 am. ***

Entire library: Until 12 AM.
Extended area: Until 1 or 2 AM.

Entire library: Until Midnight M-TH.
Extended area: 12:00-2:00 AM.

Entire library: 8:00 AM- 11:00 PM.
Extended area: 8:00 AM- 11:00 PM.

Entire library: Doesn't matter about the rest remaining open
Extended area: Until 2:00 AM.

Entire library: 2
Extended area: 0

Entire library: Midnight *****
Extended area: 2:00 AM *****

Entire library: 9 PM- 12 PM.
Extended area: 24 hrs per day.

Entire library: until 10 or 11 o'clock
Extended area: ok

Entire library: 7:00 AM- 12:00 AM.
Extended area: 7:00 AM- 12:00 AM.

Entire library: Till one AM.
Extended area: All night.

5. **Additional hours you would like the library to remain open (continued):**

Extended hours and entire library:

Entire library: 7:30-12:00 Monday- Friday, 12:00- 9:00 Saturday and Sunday.
Extended area: 6:00 AM- 1:30 AM.

Entire library: until 10:30- 11 PM Monday- Thursday, until 6 PM Saturday.
Extended area: none

Entire library: Evenings on Friday.
Extended area: Evenings, no.

Entire library: Doesn't matter, open longer on finals week.
Extended area: 2-3 [extra hours ?]

Entire library: Til Midnight.
Extended area: All night.

Entire library: Sunday 12-10.
Extended area: Sunday 12-9.

Entire library: 12:00 PM
Extended area: 12:00 PM

Entire library: Saturday, longer hours.
Extended area: Friday evenings.

Entire library: O.K.
Extended area: O.K.

Entire library: till Midnight every day
Extended area: 24 hours

Entire library: 8:00 AM- 12:00 AM
Extended area: 12:00 AM

Entire library: Sat. until 10 PM.
Extended area: Around the clock on final time.

5. **Additional hours you would like the library to remain open (continued):**

Extended hours and entire library:

Entire library: 12:00 (Midnight), later Saturday night.
Extended area: 1:00 AM

Entire library: 11 PM
Extended area: 1 AM

Entire library: Midnite Sun.-Sat.
Extended area: later than 9 PM, Midnite

Entire library: Sat. Eve.
Extended area: Sat. Eve.

Entire library: Saturday.
Extended area: Weekends.

Entire library: at semester time
Extended area: at semester time

Entire library: until Midnight
Extended area: until Midnight

Entire library: Sat. Morning.
Extended area: Sat. Morning.

Comments about hours in general:

Most students have to work on weekends so longer hours at those times would be beneficial.

Hours on Fridays are too short.

I think it would be beneficial to have extended hours at least two weeks prior to final exams, not just during exam week.

No enough hours on saturdays. For which I think you should open for 2 additional hours.

Comments about hours in general (continued):

A lot of students work at night and need to study and they don't have a place because the library is closed.

For some people this is the only place they can find to study and they must do it at night b/c of daytime classes.

Many people, even if not working need all library areas to be a complete student. Very beneficial until 12 PM as during finals week.

I'd like to see current library hours stay open until Midnight like the study labs. Also during finals it would be nice to have 24 hr. access to library and study lab.

If I were a full time student perhaps I would use it more.

Present hours seem sufficient enough, however prior to (about 1 wk) exams and during exams it should be open hrs. (Some people work as well).

Saturday and Sunday afternoons until 16:00. Firday 7:00 PM.

I think the library needs to open the library over holidays (Thanksgiving). Not every student goes home for the holidays especially when he has a ton of homework.

I think maybe the library should remain open till 11 on Sun.

Needs additional hours.

[Respondent wrote "two hours" above.] So I can go after work.

I work Monday- Friday 3-11 and can't get in there to study after that. I don't even know where the extend study area is.

I work late so sometimes I don't have enough time to look up information.

Sat. and Sun. open around 9 or 10 and close library esp. Fri. around 9 or 10.

Most evenings I don't get off work until 9:30 and it makes it difficult to get all the resources I need.

Need to have staff available after 5 PM in more areas than at the front desk for assistance in locating materials.

Comments about hours in general (continued):

I work and can't get there until late.

Weekends hold same hours as weekdays (til midnight).

I have not really used the library only during class time.

The upper library should be open to 12:00 also.

I think the extended hours until Midnight is great. Keep it up!

Hours should be extended the week before and during finals.

They suit my needs.

Just earlier on Sundays.

No the current library hours on the weekend are to short. The library should have the same hours seven days a week.

I have yet to take classes that require significant research in the library, when I do I may find the current hours unsatisfactory [Respondent is a freshman].

Some Holidays could be opened.

For my use [Respondent checked "Current library hours are sufficient."].

For my needs the library is open at good times that fit my schedule.

It should be open longer during finals.

I'm not too sure about weekend hours but Sundays I hope the hours are long enough! (That's the biggest study day for me.)

No way [Written below the statement, "Current library hours are sufficient."]!

FALSE [Written below the statement, "Current library hours are sufficient."].

I always use library in morning or afternoon.

Except Saturday and Sunday hours are difficult. I think it should be open Saturday evenings.

Comments about hours in general (continued):

Hours are sufficient to meet my needs.

I am not a late night studier so current hours are fine. Possibly earlier on Saturdays.

The only thing not sufficient is the parking area, especially for older students.

[The words "Current hours are sufficient" were crossed out.]

People should manage their time more efficiently.

Times are fine.

6. I am treated with courtesy by library staff:

I asked for assistance with a project. I wasn't sure how to use the computer to locate periodicals. The woman who helped me was quite degrading, assuming I was ignorant for not understanding the system.

Some of the younger staff members- perhaps students- have been abrupt and rude.

Leniency should be applied regarding overdue fines. Esp. when Honors students believe they have longer than the limited weeks for general campus pop.

There have been times in the past when a computer lab assistant has seemed irritated by my asking for help, but not very often. The people upstairs are always courteous.

I like Rose W. and Judy B. (TS).

Some of the assistants in the computer lab seem to have an attitude when I try to get some help.

I have felt like a very little unimportant, stupid person several times after asking for help, but I do usually get what I came for.

Information desk could be a little less condescending.

Sometimes when I ask someone for help wether it be on the Arctic computer or other they talk a little to fast, before I really understand and then they expect that I should know.

6. I am treated with courtesy by library staff (continued):

The staff have been very helpful to me. The library staff are always willing to assist. They do a very good job [smiley face].

When working in the computer labs I have been treated rudely by the lab assistants.

The people at the downstairs info desk are always very helpful.

When I can be there during library hours.

Everybody assumes or expect you should be ready to use facility as a student with very little help. It seems that you shouldn't ask twice the same question.

Its hard to find someone to help sometimes, but when I do they are willing to take the time.

Treated with courtesy very few times, but once in a while.

Some are rude and treat you like your not allowed to be in here if you don't know what your doing.

Some people could be more pleasant to work with.

I know it's the library but shit smile every once in awhile.

Several library staff members (2 or 3) seem to be bothered when students ask for help (i.e. Reference librarians). So, next time I ask for help please excuse me ahead of time if I am tearing you away from your difficult jobs as Reference librarians. Other wise the rest of the staff is helpful.

["Almost never" checked.] Rare, and only by the women.

Abrupt and don't seem to want to leave their desk.

Some of the times they act to busy to help answer questions. Or- that is not my department and that is it they walk away! Especially the student librarians.

I was in the basement looking for a periodical for the first time. The person at the desk pointed to the shelves on which the all periodicals were on and said the one I was looking for should be in there.

When they put away materials they act rude if your in their area looking for materials.

6. **I am treated with courtesy by library staff (continued):**

Sometimes they seem a bit annoyed to help, but I can't help asking if I don't know what I'm doing!

Information lady is rude.

Have only been there once.

Haven't been in there.

They are very nice people working and they always answer my questions.

Need thorough instruction on Oen because I don't use it very often. Instruction sheets are helpful.

I always feel I should know it all due to some staff attitudes. I don't even want to ask questions or bother them.

They are 2 busy to help.

Sometimes we seem to be a bother.

Some times the men at the reference desk come across as rude and I would rather do the work myself than ask for their assistance. They seem to be very intimidating and make you feel rather stupid. Although the women at the desk are very friendly and ready to help you.

Everyone seems to be very courteous except the men at the circulation desk [sic] who come across as condescending and pompus (the women are fine, I have no problem asking them questions).

7. **I am helped by library staff in a timely fashion:**

Sometimes hard to find staff, especially @ information desk.

I have to seach and find.

["Not applicable" crossed out and "sometimes" written in.] It seems as though whenever I need help the person is gone for a length of time.

7. **I am helped by library staff in a timely fashion (continued):**

[smiley face][2]

I have stood at the counter in the lower level for long periods of time without being asked "Do you need help."

The 2 men upstairs are <u>really</u> nice and helpful!

" " [Respondent used quotation marks to indicate that the comment for Question #6- "When I can be there during library hours." applies to this question also.]

Like I said [in comment to Question 6] they'll explain very little.

I've used the lower level of library and wanted some help from Info. Desk, but the girl (helper) was chatting with her friend for ½ hour.

(Front desk)

See above comment ["Abrupt and don't seem to want to leave their desk."].

Never needed help.

Had to almost beg someone to show me how to look up reserve material.

Time isn't a problem attitude is.

Same as 6 ["Have only been there once."].

Sometimes the younger students helping in the library don't know too much.

If not helping someone else.

<u>Attitude</u>; wait and see if she can figure it out.

See above ["They are 2 busy to help."].

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[2]For the sake of completeness, underlinings and drawings like smiley faces have been noted in this transcript although they were not officially counted as comments.

8. The assistance I receive from library staff is satisfactory:

Occasionally staff is abrupt.

All except the above-mentioned instance [Question 6 "I asked for assistance with a project. I wasn't sure how to use the computer to locate periodicals. The woman who helped me was quite degrading, assuming I was ignorant for not understanding the system."].

It's hard to find a librarian sometimes- not enough to go around depending on time.

Sometimes they just point you in a direction instead of taking 2 minutes to take you to where you need to be.

Always polite and willing to help me in anyway that they can.

[smiley face]

The only problems I've had have been in the computer lab . The assistants aren't being helpful by doing something for you- when they get done I'm still lost and still have to ask for the same help the next time I'm there. I don't know much about computers- they assume everyone does. They need to be nicer.

" " [Respondent used quotation marks to indicate that the comment for Question #6- "When I can be there during library hours." applies to this question also.]

Satisfactory but not friendly- sometimes I am made to feel like I'm bothering the staff, even though it is their job to assist students.

Sometimes it is better looking or doing it myself.

Some seems very nice- while others seem unfriendly.

Never needed help.

Never really needed it.

OFTEN experience difficulties and will not go back for more help.

The staff at the reference desk always know instantly where everything is.

If you ask the right people some of them just expect you to know how to use the comp.

9. **I am able to obtain desired information from library staff:**

I have to get articles from interlibrary loan, tiresome that we do not have a lot of titles.

Have not needed info.

[smiley face]

" " [Respondent used quotation marks to indicate that the comment for Question #6- "When I can be there during library hours." applies to this question also.]

I was raised on the Dewey Decimal system. I don't understand the collegiate system.

If it is available.

Never needed it.

The library appears to be well-organized.

I asked for help in finding catalogs for other colleges from the information desk and just got a vague point. And was told to go look in the corner of the library.

Sometimes they are too vague.

10. **The Olson Library's book collection is adequate to meet my research needs:**

Need to expand book selection and update.

Periodicals are lacking.

Haven't used the books, only journals.

Needs to have more books.

I wish the library would also carry fictional reading for pleasure instead of having to go downtown to get these. I think a lot of students would take advantage of these.

You need more C.J. journals.

A lot of the books are not owned by the library- really frustrating.

10. The Olson Library's book collection is adequate to meet my research needs (continued):

There are many periodicals that we don't have that would help out w/ research etc. Some more up-to-date books on Comm. Disorders and Development would help.

More and higher quality childrens books would be nice.

I do not often have to look in other libraries.

Don't use many books for research, mostly periodicals.

["Agree" checked.] Probably should mark "strongly agree" but I haven't done any research yet.

Almost every time I'm doing research I need something outside of this library, and ODIN doesn't readily offer this option. You have to know already what you want, which isn't research.

I have sometimes wished there was a larger collection of contemporary plays.

I have had to go to the library at another university to get the needed info.

Haven't checked out many books, just periodicals- would like to see some leisure time reading books, though.

Have not used.

Materials are outdated. Many periodicals not carried by our library.

I spend time at the Angus Cameron Library for more articles than I care to. These articles (periodicals) aren't to be checked out which is an inconvenience to me.

The books sometimes are too old. I haven't used it because of the old material.

It has been difficult to find books, articles on English as a Second Language. I have been engaged in little research as of yet. I believe it is adequate in getting materials fr. other universities or sources.

A few more current education reference books would be nice.

For some colleges, such as speech pathology, I believe the number of books compared to the number of students are not sufficient.

10. The Olson Library's book collection is adequate to meet my research needs (continued):

Need more journals to be available.

There are still several titles that could be a great addition to our library.

The periodicals are adequate, but the book selection is limited and outdated.

Usually need periodicals.

While new materials are always being added, there are many which are old and no longer current. It would be nice to see the children's collection expanded further.

I agree but you need to include all areas of research. Example. Physical Education materials.

Interlibrary loan is available for those that need it.

There is more liberal arts info. than any other field. How about some Science expansion.

I have had problems with obtaining periodicals in the past.

Most of the time. It would be nice to find more on the subject of WICCA and other religions.

I have never had to really dig in and search for a lot of material, but the library seems to provide a lot of information and access to other libraries if we don't have the material.

As a Spanish major with a french minor the foreign publications on hand are limited.

A wider selection of children's books in foreign languages (in my case, Spanish) would be great. I feel children's books help a lot when you're just beginning or need extra practice. Also, the library needs more adult foreign language books, especially newer and more contemporary collections.

Many of the magazines and journals are not in our library.

We are lacking adequate, up-to-date publications regarding total quality management, continuous improvement arena. I.E. Ishikawa, Juran, Deming.

10. The Olson Library's book collection is adequate to meet my research needs (continued):

With the huge amount of space available I believe they could get more books to help. I believe the funds for this are available because just look around campus and see all the other new stuff.

Could use more.

Need to expand Bus. Info more.

Could be a little more extensive.

It really doesn't have the Reference material it should in areas such as psychology.

Need more recent books.

Too old.

Children's book collection is to small and some are really outdated!

More children's books.

Many of the books are out of date and not useful.

Several times, when writing papers, the sources I needed (or some of them) were unavailable in the library. For a topic such as Rad. Tech., I had a difficult time finding enough specifics with what was available.

Too small of a variety of subjects.

I often use the public library to supplement my research.

Need more wide spread variety of periodicals.

Some areas are very outdated.

I have had trouble in the past trying to find information on topics related to C for research papers.

So far it has.

["Adequate" circled in question- "agree" checked.]

10. The Olson Library's book collection is adequate to meet my research needs (continued):

I haven't used the library enough to tell.

It seem that every time that I use ODIN, the Library does not own this citation.

Too many times, an inter-loan is required. Too time consuming, and a big hassle.

Too many books are a little too old and so unreliable for certain things.

Need more magazine titles.

Haven't had problems yet myself, but friends of mine have.

The books are never up to date. For instance I was doing some research on Minnesota Art Museum and the most recent book that I could find was dated in the late 50's.

M.S.U. Library does not sufficient materials on reserve.

The collection should be expanded in all areas. If an average class of 30 is assigned a paper the material becomes scarce. M.S.U. trumpets its new library but the stacks are empty.

There are a lot of journals, books I wasn't able to find, especially on nursing topics, etc. ex: nursing theorists.

Not really- lots of old books and materials.

But you need to update it. Too many old books that are greatly outdated. And not enough new information.

Need more psychological research reviews and enough to get from the abstracts and Family Therapy or Family systems.

I've been to other Universities and they have much greater research material.

Could use more diverse information and different journals in the SLP area.

Too soon to tell yet.

11. The Olson Library's periodical (journals and magazines) collection is adequate to meet my needs.

The organization makes it difficult to find the needed journals or they are left on tables throughout the library.

There are a lot of missing issues and there are some periodicals the library doesn't even own.

Some periodicals that I would like as references have been canceled and the class I needed it for asked for current articles.

Based upon the survey with the check marks this past fall my opinion that the library received many non-utilized magazines was reinforced. Dump some of those dumb subscriptions and try some new ones.

Could have more computer magazines tho.

A lot of the journals are not owned by the library- really, really frustrating.

Some more, or else different periodicals would help.

Order all the magazines that come up on ODIN.

Most of the time.

Most of time when I am doing research I have to send away for articles, which takes up valuable time.

There have been times when I'm researching that the library did not have periodicals that I needed.

There is a lot of periodicals, etc. that the library doesn't have.

Whenever I am looking for periodicals, it ends up being the library doesn't own them. So I have to wait a week to two weeks for ILL.

Far too many times, journal articles are not available.

The policy should be changed so you can have them out for more than 1 day, though.

Have found articles riped out of journals or complete journals missing on many occeations.

11. The Olson Library's periodical (journals and magazines) collection is adequate to meet my needs (continued):

Have not used.

Not a wide enough selection.

Wish that several of the nursing journals that you don't have were available- frustrating when you research an article, find issues with appropriate articles only to find out you don't carry them.

I would like to see more in house journals.

Very limited nursing journals the CINHAL is wasteful of time due to limited # of journals.

Could use more nursing journals.

In previous statement, I pointed out the [need] to use Cameron Library frequently.

Need more nursing journals.

I have occasionally found that a journal I have wanted is not available but I can usually find alternative selections.

It is easy to get other articles fr. other universities. It is difficult to obtain current information on teaching English as a Second Language.

They need a wider variety of periodicals, especially some of those listed on the ERIC computer.

Most of the time.

However, many of the periodicals are not res[h]elved soon enough which makes it difficult to find what you're looking for.

There have been many journals I have needed which the library does not carry.

There are many journals that would be a big help that aren't available and to order them through interlibrary takes too long. How about making copies available on INTERNET.

Usually, however there are many times when doing research that there would be helpful articles, but aren't carried by library. Often not enough time for inter-library loans.

11. The Olson Library's periodical (journals and magazines) collection is adequate to meet my needs (continued):

The assignments from professors have to be tailored to fit the journal supply there is in the library.

Would like more and updated materials concerning mental retardation topics.

So far. I will see when I am a grad student.

It's great! I will most certainly miss it in my hometown library since we don't even carry them.

Same as 10 ["I agree but you need to include all areas of research. Example. Physical Education materials."].

More Spanish magazines, ! por favor!

Again, more foreign language materials- such as "Hispanic" or "Hispanic Business"- although I enjoy "Semana" magazine, it is a "tabloid"-type magazine and not as useful or practical as the other 2.

I have had to get articles from interlibrary loan or not used them at all because our library didn't have it.

There have been occasions when I've needed a periodical and we just do have it- But it does come up on the screen.

There is some other business magazines that I would like to see.

Few more Business Journals.

Need more magazines for specific majors.

Same as last comment ["With the huge amount of space available I believe they could get more books to help. I believe the funds for this are available because just look around campus and see all the other new stuff."].

Could use more sources.

Need more periodicals that are in Odin.

11. The Olson Library's periodical (journals and magazines) collection is adequate to meet my needs (continued):

Several periodicals were not available or a research paper I was completing, however did not try to get them from another library.

There were several periodicals I needed when I was doing my paper. The Library didn't have them.

How about more car mag's?

Need to stick to basics i.e. popular magazines instead of getting such a variety trying to please everyone.

The years tend to be choppy- start in 1974- end in '77 and begin again in 1990.

During the course of the year, it doesn't have a lot of magazines that I could have used.

More business periodicals needed.

Although sometimes certain periodicals are hard to find.

Not enough journals for Deaf Ed. Majors- only 2! Too many specialized journals that are needed are no longer available at our library or never were available. For most assignments I can't wait 2-3 weeks to borrow from another library!

We NEED to extend our journal/mag. Maybe being I'm in Deaf Ed. and I have journal abstracts but we need more than 2 periodicals (American Annals of the Deaf and Volta Review) to focus on the deaf and hard of hearing. We are only limited 2 journal, and I know there are other journals that focus on the education of the deaf and hard of hearing.

They don't have some of the articles listed in ODIN.

Need 1 or 2 more periodicals in interpreting ASL, i.e., RID Views.

More medical periodical- journals etc.

See question #10 ["Need more wide spread variety of periodicals."].

I use the periodicals a lot!!

So far.

11. The Olson Library's periodical (journals and magazines) collection is adequate to meet my needs (continued):

More variety in fitness magazines, (e.g.) Muscle and Fitness mag.

I have had trouble several times with newspapers, magazines, and journals that should have been present, but were missing.

Most of the time I have to go through inter-library loan to get an article for class.

The library lists periodicals on ODIN and when it comes time to find them, so many times "the library does not own" comes up.

Don't have a lot of the business magazines that pop up during info searches.

Need more on Labor Relations.

["Adequate" circled in question.]

Haven't used them much. Only in my 1st semester.

Periodical that are listed on ODIN aren't in the library many times.

Not enough. Inter-Loan is often necessary.

Don't have very many fitness magazines.

About 50 % of the time.

To research a paper, students must seek information elsewhere.

Many articles which would serve my needs are usually listed through ERIC, but the library doesn't carry the periodical.

Many times I go to use the journals, they are gone and they don't reappear for days.

Maybe you should get to copies of the popular ones.

Would enjoy it if the library could order the "Mailbox" or "CopyCat" magazine- they are popular in the public schools.

Need more Reviews Psychological.

11. **The Olson Library's periodical (journals and magazines) collection is adequate to meet my needs (continued):**

I haven't used any journals or magazines yet.

Needs more mens magazines. Peterson's 4WD, Road and Track.

See #10 ["Could use more diverse information and different journals in the SLP[speech and language pathology] area."].

["Disagree" checked] (mildly) -need more.

I'm a Electronic magor and thier is not technical manuals.

When I had to do some research for a short paper only three of the seven magazines he suggested were in the library.

I haven't needed to use either of these resources yet.

12. **Once I have a call number, I am usually able to find materials in the book stacks.**

People don't put books back and the books on tables sit there a long time.

["Usually" underlined in question, "Agree" checked.] **

Difficult sometimes.

Have not used.

I realize sometimes students reshelve books and it makes it impossible to recall the journal at times.

When they are reshelved, not lying on the tables for 3 days in a row!

Most of the time.

Often books are "on shelves" as indicated by the ODIN, but are <u>not</u> located on the shelves.

Journals are usually missing.

I am confused by this librarys system.

12. Once I have a call number, I am usually able to find materials in the book stacks (continued):

Until you know what you are doing the call numbers are a bit confusing.

Never checked out a book.

Many times books aren't put back on shelves right away.

Should have a map by the computers saying you are here * then it shows which floor it is on, or some sort of computer program that shows it on the computer.

Have never looked.

If the Library has that book.

I've found books to be misplaced.

Sometimes I find it hard to find the book I want. I can't tell what I am to look under.

Reshelve journal articles more often so we can find then **PLEASE**!

13. Once I have a journal or magazine title, I am usually able to find materials in the journal stacks.

See #11 ["The organization makes it difficult to find the needed journals or they are left on tables throughout the library."].

The journals are often out of place. I think they should be put back in the proper place more often.

Never used.

Often find them @ copiers etc. - no fault of the library.

Sometimes its frustrating when all the books need reshelving and you cannot find one.

If they are in the right spot!

I use the periodicals a lot.

Some times the articles are not there but, it really isn't that much of a problem.

13. Once I have a journal or magazine title, I am usually able to find materials in the journal stacks (continued):

If they are there.

Have not used.

Unless you don't carry the magazine.

Sometimes the magazines don't get put back right away and I can't find what I need.

Journals tend to be harder to find, since people put them everywhere.

They are seldom on the shelves, even though it shows they aren't checked out. Reshelving of materials needs to be monitored more closely.

Same as above ["I realize sometimes students reshelf books and it makes it impossible to recall the journal at times."].

Sometimes it is difficult to find the journal you need.

Most of the time.

Periodicals have been impossible to find!

Unless they are out or on the reshelving shelves. I don't think they should be allowed out of the library.

Not always. Journals (specific volumes) are hard to find when not on shelf. Someone should be constantly putting them back.

If journals are present.

A better system of journal and periodical replacement should be put into effect. At least they should be returned to the shelves at night. Last Sunday I went to the library and there were still journals scattered everywhere. I couldn't find 3 journals. They were out on shelves, or tables and the desk person couldn't help me.

Often the journals aren't there and it take 4 or 5 days for them to be reshelved.

Journals are not re-shelved often enough.

Can't find JAMA.

13. Once I have a journal or magazine title, I am usually able to find materials in the journal stacks (continued):

I hate checking for a magazine and find that you don't carry it before a particular year or no longer carry it. Can the Odin computer show that better?

Usually someone is w/me and they know where they are.

Only if it is in Library.

Depends if the library has it.

Usually don't have that kind of magazine that the ODIN printed out for me.

To me they seem mixed up. Hard to locate.

Sometimes.

Usually the magazines I am looking for are not on the shelf and I have a hard time finding them.

If the library owns or subscribes to that journal, I usually can't find it unless I look around on the tables.

It varies but it's not the library staff's fault- students can have a tendacy to not be courteous enough to put the journal back or somewhere where you the staff can put them away.

Set up is confusing.

Most journals are always out- Need a quicker put away policy.

Should shelve periodicals more often. I can never find the American Anals of the Deaf.

I have never had to do it.

Have not looked for Journals.

Usually.

Sometimes it is difficult to find them.

13. Once I have a journal or magazine title, I am usually able to find materials in the journal stacks (continued):

Sometimes they seem a little disorganized.

Many times I have had to use interlibrary loan to find the material I need.

Sometimes I wonder about the order the periodicals are in. The alphabetizing is out of order.

Sometimes it is difficult to find because occasionally the magazines aren't in the correct rack.

I did a paper on Catholicism and it had none of the religious periodicals I needed, however, I didn't know about the paper soon enough to order material.

The journals need to be reshelved in a quicker fashion.

Doesn't always have magazine I want.

I haven't used any journals or magazines yet.

See above ["Reshelve journal articles more often so we can find them **PLEASE!**"].

Maybe need duplicate copies of popular journals.

Do have difficulty because others have used the material and scattered it about. I realize this would be hard to police.

Sometimes stuff is scattered everywhere unless I get there at 7:30.

14. If I am unable to find materials myself, I am able to obtain assistance from library staff in locating them:

N/A Never had to get assistance.

Sometimes staff is hard to find. Attitude taken is its easy everyone should know where things are even when we don't.

Not if there is no one at the desk, which happens a lot.

Could be more helpful. Often seem disgusted to have to help in any way.

14. If I am unable to find materials myself, I am able to obtain assistance from library staff in locating them (continued):

I can usually get help upstairs, but not always downstairs.

Especially in the lower level.

Must hunt someone down because there is no one circulating the building.

I never ask, I usually give up.

In the journal section they r very helpful.

I have to ask especially or that, no one have ask me if I need help when I am looking for 30-40 minutes for something.

Never needed assistance.

But at their convenience.

Many times the materials have been missing.

Never staff available to help located needed materials.

15. The Olson Library's procedures for renewing materials are acceptable to me:

I'm not sure of the procedures.

I would like to have the option to either do it my self or have them do it. I'm always told to do it myself [frowning face].

I think a month for returning books is too long especially when the whole class needs the books, some are at a disadvantage.

I do not know what the procedures are.

Have never had to renew materials.

I feel that you should be able to check out and recheck out journals and mag.

15. **The Olson Library's procedures for renewing materials are acceptable to me (continued):**

Books should be able to be renewed w/o having to physically return them. As nursing students, we're already carrying 50+ lbs of books. This means another trip, or additional fines.

Not well known (advertised) about renewing materials thru ODIN (at home). Staff was not too knowlegeable on how to do it.

It would be nice to call and renew materials on the phone.

Explained in question #11 ["The policy should be changed so you can keep them [periodicals] out for more than 1 day, though."].

Have not used.

I never have used this procedure.

Should be able to have periodicals for at least two days after you check them out.

Nursing students need more than 1 day or checking out journals.

The Disc overdue charge of $1.00 per disc is a bit much.

Great system for updating and renewing.

I've never renewed a book.

Periodicals taken out Friday should be due Monday.

Except for Journals, 24 hrs. rather short.

Renew once if don't have the book along then don't.

Renewal by phone should be implemented.

I wonder why we have to bring the materials back if we are going to renew them. Why can't they just punch it up on the computer?

I have never used this option.

15. The Olson Library's procedures for renewing materials are acceptable to me (continued):

If I check out a book on reserve I believe we should get them for "24 hours". If I check it out at 10 PM, I don't believe I should have to have it in by 8 AM the next day- A $4.00 late fee is unbelievable!!! I could almost buy the book.

Should keep periodicals a couple of days.

Renewing reserve materials (i.e. one time I could not renew reserve materials after 2 hours so I checked out another copy of the same material. This does not make sense).

Would like longer time for journal or magazines.

I have never had to renew anything.

Should be able to phone-in renewals.

We should be able to renew our materials by phone rather than bringing in each item.

It would be nice if we could take out journals/periodicals for more than one night.

Don't know procedures.

It would be nice to be able to keep the periodicals over a weekend w/out having to renew each day.

I haven't check materials out. I do what needs to be done while I'm in the library.

I don't know the procedures.

Don't know what they are.

Students should be able to check books out for longer periods of time.

I think that the check out times for magazines and journals is too short and fines are too high!

I think journals should be able to be taken out longer.

I think that you should be able to check out periodicals longer than 1 day.

15. **The Olson Library's procedures for renewing materials are acceptable to me (continued):**

It would be nice to have periodicals for 2 days but then it would be appropriate to have more copies available.

I've never had to renew any materials.

16. **The speed with which I receive requested materials through interlibrary services is satisfactory.**[3]

Never used. *****

Don't know- never done it. ***

I have never used it. ***** *****

Don't use. ***

Never tried it. **

Have never requested materials through interlibrary services.

A limit of 5 articles from 1 journal is too restricting. Either subscribe to the journal or let us get copies (unlimited) of articles.

I have not used this service. **

Don't or haven't used.

["Almost never" checked.] But that's not your fault.

Never used interlibrary services.

Never used this service before.

I'll find out soon.

---

[3]Although many of these comments and those in Question 18 are similar, in the interest of accurate transcription, each variation in wording has been listed separately.

16. **The speed with which I receive requested materials through interlibrary services is satisfactory (continued):**

Although not used to date, I may begin to with the inclusion of new on-line host availability.

Usually 2 weeks- if not more.

And I do not like the idea of paying a dollar a piece for resources if you exceed over twenty. It is a library for the students we should not have to pay for resources to gain knowledge.

No comment can be made.

I haven't used interlibrary services because I don't know how to.

I never receive materials through interlibrary services.

It really isn't your fault if it takes a long time.

N/A Never requested this material.

Don't use it. I have other means.

I haven't had to use the interlibrary system yet.

17. **The library equipment that I use is in working order:**

However, I find the computer system much more confusing than card catalogs.

Typewriter is sometimes out of corrective tape.

I have never had trouble w/ computers.

Sometime the copy machines give me trouble.

System goes down sometimes.

The printers in the computer lab suck!!

The transparencies machine is not in working order.

17. The library equipment that I use is in working order (continued):

Copiers seem to be out of order quite often.

Is it possible to create overheads on the photocopiers @ the library?

Often problems w/ little things like hole punchers.

ODIN sometimes goes down.

["Almost always" checked.] ODIN

We need more computers and some IBM compatible.

Never use it- Don't like to work on MAC's I prefer IBM's.

Sometimes ODIN is down, or copiers (which is to be expected).

Computers sometimes don't work...

For some reason the copy machine will no longer accept my card (?).

The copy machines don't always take money card and ODIN is down too often!

Odin seems to go down quite often.

Many times Odin has been out of order.

I would like to see the mac lab have laser printers available.

ODIN sometimes goes off line.

So far and I appreciate it.

The printers are always breaking down.

The printers in the computer lab are sometimes not in working order.

Sometimes ODIN is down- sometimes the copiers are broken. Sometimes the microfilm machines malfunction.

The computer lab always seems to be reserved when I need it and the printers are slow.

17. The library equipment that I use is in working order (continued):

Copiers not always working.

The laminating machine was broken down fall '94 semester for some time, which was inconvenient to me.

Sometimes the computers in the library don't always work right or the printers don't print right!

When I'm copying old newspaper reels my copies are bad often because of dust and lint in machine.

The copy machines seem to be out of order a lot.

Printers are unreliable.

The printers need help. Poor printing quality most times.

N/A Never used Library equipment.

Mac Lab needs to configure network or tell everyone to go to Model Hall.

18. I am satisfied with the service I receive in the library's computer lab.

Don't use. ***** **

Staff is short tempered with students who have not taken intro to computer class.

N/A ***** ***** **

I haven't used it. **

Have a PC at home.

I use Model Hall.

I think a lot of the computer lab assistant could be a lot more friendly. They are a few who are willing to help but a few need an attitude adjustment.

Lab assistance could be a bit more helpful for those of us who know nothing about computers.

18. I am satisfied with the service I receive in the library's computer lab (continued):

Don't use. Have own computer. ***** **

I think if you happen to forget your ID and you are on a computer, typing a school paper, they should let you stay. Many times you just remember between classes and don't have your ID with!

Do not use library comp. lab.

The lab assistants have proven very helpful.

I don't always have my ID with me, sometimes it is a pain in the darkside to try to use the lab becuz' of this.

Haven't used the lab. ***** *

Computers should be available at all times. For some, this is the only place to collect e-mail, etc. --Never know who the person in charge is.

The assistants working there are very friendly, courteous, and always willing to answer your questions.

I don't use the computer lab. ****

The student ID is not convenient to carry all the time to get on the computers. When the assistants come around I feel like I am going to get throwen in jail. Its not like I am not a student. Who would make themself look like a student hauling books around to get on a computer if they are not a student?

Printers suck!!

Many times the staff is too busy. If possible, more computer aids for us computer illiterates would be helpful.

I wish they'd offer more beginning workshops for the students to learn how to use it.

Very helpful and friendly staff.

Lab assistants have been rude at times, I also feel that some of them are unapproachable.

I received some very helpful information from a very courteous woman in the computer lab. I think her name was "Janet."

18. I am satisfied with the service I receive in the library's computer lab (continued):

Rarely use the lab.

I don't like that one lab is always on reserve.

Commented already ["The only problems I've had have been in the computer lab. The assistants aren't being helpful by doing something for you- when they get done I'm still lost and still have to ask for the same help the next time I'm there. I don't know much about computers- they assume everyone does. They need to be nicer."].

Except for having to "pack up" at 9:30 and re-enter the library.

I know I shouldn't say this but I work there and many people who come in to the lab don't have <u>any</u> knowledge period! I can't teach them, I can only aid them.

I do not feel that the computer lab assistants are very well educated in how the computers work. I have asked them how to do things like graphics or copy and pasting and I end up teaching myself.

They seem to expect you to know what you're doing. They have their own work and don't want to be bothered by students who aren't used to Mac.

Some lab assistants are a pain in the ass!

Don't use computer labs in lib.

Printers are slow.

I would like to see a laser printer put in for student use.

If I have problems the person in the lab has always been helpful.

I think it would help if the lab assistants were a bit friendlier and more easily approached. Maybe they could occasionally walk around?

Sometimes it is hard to find the lab assistant.

I would like to see more help in this area.

The service is good, but the printers are a nuisance, they are extremely slow, and screw up all the time. My high school has better printers.

18. I am satisfied with the service I receive in the library's computer lab (continued):

They are very helpful.

The lab assistant is pretty rude.

Twice this semester I have used the computer lab only to print out my papers. Because I can only use computers with ClarisWorks. The computers aren't marked and when I've asked for help, I always feel like I am a bother to the male lab assistant. I feel like I'm a bother to the male who is working.

Depends who's there- usually less explaining is done, so I always feel helpless.

Computers run too slow when the lab is busy.

Unwilling to help.

I haven't used the computer lab yet. **

I do not own my own computer and am very pleased with the library's computer facilities.

Time in the lab is limited... it too need expand into late nite.

Something is always wrong with the computers.

IBM capatable

N/A Never used computer lab.

I don't like it that we have to bring our student ID to the computer lab, I've lost one already.

19. I have a clear understanding of how to use the online catalog, ODIN:

Very confusing.

Haven't tried to use it.

That one's a little sketchy!

Not familiar with it.

19. I have a clear understanding of how to use the online catalog, ODIN (continued):

Need help each time.

Fits needs now but may need to learn more and use it more in the future.

I still have difficulty w/it and need assistance to get going, then I can manage the system.

I have been on several Library tours.

I wish there was a step by step paper explaining how to use ODIN.

Have never used this service, would like to learn how.

I ask questions if I get stuck.

I know some of the basics, but don't know how to find magazines.

I wish they'd offer training sessions on how to use it.

Not really.

I can access almost everything I need.

Often the system is down at inconvenient times.

More ERIC programs would be beneficial for professional journals that most of us need.

Usually.

Its faster to ask for help. ODIN should be simpler or we should have a class on how to use the library.

It would help to have a sheet of shortcuts to use (ex. searching for a certain time period).

Not real clear.

I get lost easily but that's just me.

Unless you use it daily it becomes difficult to remember the numerous ways to find things in spite of the written instructions.

Some aspects I don't understand, but I can always ask.

19. I have a clear understanding of how to use the online catalog, ODIN (continued):

Sometime still need assistance which they are very helpful...

Sometimes some new information is needed in searching.

Have trouble sometimes.

The instructions they have there for the computers, seem hard to understand.

I haven't used in-depth searches.

It usually takes me a little while before I find what I am looking for because my topics are too broad or I type it in wrong.

For the most part I can find what I need.

Staff needs to assist by "talking through" the steps not "taking over."

Library staff helped me to understand, and I can get to most things I need now, without too much difficulty.

I have not used ODIN.**

Most of the time.

See #22 ["I don't know how to get on because I have PC. Also I have been waiting for how to use the internet for the PC."].

It's confusing, instructions should be more indepth at terminals.

Don't know of ODIN.

Sort of.

Show us how to use it.

I think there should be a staff person at the ODIN computers at all times to help us!

It seems complicated.

Library workers helped!!! THANKS [smiley face].

19. I have a clear understanding of how to use the online catalog, ODIN (continued):

Sometimes the codes are to complicated to figure.

I am not the best at using it.

I have never been taught how to use it and the staff are very stand-offish about helping.

The direction could be a little clearer.

It's very confusing- I tried it during orientation.

I haven't worked with it enough so I usually need help.

It could be a lot easier to understand and could be explained better on the instruction sheet.

It helps that you have the directions right there. Since I came from Regina University and was used to MURLIN so directions are very helpful.

Sometimes I have problems.

It changes to often, I've been orientated three times and it has changed every time.

Handout (ERIC) is unsufficient for the computer-illiterate!

Perhaps more training, to those who wish, would be beneficial.

20. I feel that I could benefit from increased understanding of how to search the online catalog, ODIN:

It's like the MERLIN line at another university, but I wouldn't tell people that because they get "huffy."

Group therapy doesn't work- taking a class in and showing them how to run ODIN is absolutely worthless.

Especially for interlibrary loans.

Booklet with step by step instructions would be helpful.

20. I feel that I could benefit from increased understanding of how to search the online catalog, ODIN (continued):

Everyone can benefit from increased understanding of things!

As new systems develop I would like to be able to access them.

I have been satisfied with what I have used and done on ODIN.

["Don't know" checked.] I need to use it.

I find it difficult to find magazine articles on certain subjects.

Could always learn more about it and it would be helpful.

I don't know how to access periodicals from ODIN.

The systems so broad.

I know the basic most useful things but who knows what info. I unknowingly miss.

N/A

I can find what I am searching for once I remember the codes to punch in (TE, AU, ...).

ODIN is easy for me to use.

They should have better directions posted.

Make it easy.

Everyone would benefit from ODIN.

I haven't had to use ODIN yet.

I worked in a library, so the ODIN system is quite easy for me to use.

See above ["Perhaps more training, to those who wish, would be beneficial."].

Any kind of knowledge improvement is good.

21. I am interested in attending library skills training sessions:

I work 45 to 50 hrs. a week overnight plus go to school full time. When I would do this I don't know.

All I need to do is learn how to find books and it is not too hard.

I have a very busy schedule and I think I know how to use the things I need.

Depends on length of sessions and content.

They would be nice, but the system should be user friendly and it is not!

I am also interested in the computer lab training that was offered. I signed up 3 different times and each time I showed up it was cancelled. My phone # was left- a call would have been nice! Holding the session would have been better!

Not enough time as it is.

If its a required part of a class. People won't do it on there own.

I think a skills session should be offered once a week.

I don't always have the time.

Good idea, but time to get there is a problem.

At this point I don't use the library.

Been to ODIN/ library orientation twice.

I don't have the time, but perhaps a more detailed instruction sheet could be placed at the computers.

Depends on time and date.

Already have.

Maybe if this was my 1st yr. @ MSU.

Don't have time. ****

Don't have any extra time.

21. I am interested in attending library skills training sessions (continued):

Depends upon hours.

Don't feel I need it! But those that need it - how wonderful for them!

Should be given throughout the entire semester.

I learned how to use the library in University 101, so a training session may not be applicable to me.

No time in schedule. ***

I graduate this semester so I wouldn't need it.

I feel that the MSU library is extremely up-to-date and useful. However, I am not aware of the services available or how to use those services. Everything is so technological. Which is good if you know what you're doing.

We did in Nurs 253.

That depends on how long and when the sessions are. **

If the library set up several sessions so I could find one that did not conflict with my schedule I would attend.

I feel I know enough to help myself around the library.

["Agree" checked.] For ODIN and the computers.

I would like to learn the Library of Congress filing system.

["Agree" checked.] But would need to be workable times in order to not conflict w/class times.

Pending if could find time.

I have a very busy schedule between work and school.

I've had 2 tours of the library in my English 101 and English 102 classes and I know how to use ODIN.

22. When I dial in to search the online catalog, ODIN, from my home computer, I am able to get through to ODIN:

Don't have computer at home. ***** ***** *****

Never tried. ***** ***** ***

Never tried but would like to learn how.

Did not know I could. What passwords need?

Don't use. ****

Have tried from other campus computers. Too confusing.

I have never received a busy signal when calling in from home to ODIN!

Didn't know you had that service. **

I never attempted this- I am not on-line with library.

The line is always jumbled.

I have not had the opportunity to use the off-site access.

I'm not hooked up w/ a modem. **

Never used the service.

Never had the chance to try it.

Haven't tried- didn't know about it.

No comment.

Didn't know that was an option!

Don't know how but would like to.

I don't know how to get on because I have PC. Also I have been waiting for how to use the internet for the PC.

Wasn't aware of this service. ***

22. **When I dial in to search the online catalog, ODIN, from my home computer, I am able to get through to ODIN (continued):**

Don't know of ODIN.

It would be nice to know how. I'll have to ask how.

D/N have access.

However, I find that procedures to search journal and periodical holdings is very cumbersome. Perhaps because I don't understand.

23. **I am able to find a quiet place to study in the library:**

While it is open

Nice to have lots of desks.

Additional study rooms would be nice to have.

In the rooms on upper floor only.

There aren't enough small, closed rooms

Not enough rooms to study in. **

More monitoring of noise is needed at back tables.

Need more study rooms. They're wonderful but usually filled.

I think that sometimes the after hours study area turns into a socializing place. It needs to be kept quieter. Maybe we could have a room designated for quiet and a room for talking for groups who are working on projects.

Sometimes too much visiting is going on- I think it should be monitored for noise a little more.

The study rooms get very loud sometimes and it drifts out.

The library is pretty good for being quiet!

23. I am able to find a quiet place to study in the library(continued):

Students, and some staff need to be aware of visiting. Also, quiet times are hard to find if you're trying to study in your off hour between 9 and 10 AM and all you hear is vacuuming. Could it be done another time, as well as the dusting?

Except during exams but that is normal at every university.

The rooms reserved for Grad students are almost never used. They should be made available to undergrads willing to use them as the other little rooms- either on a reserved list or 1st come basis. I consistently sat at the tables by those rooms and only 3 were used at all in the evenings.

The vacuuming should be done early AM not mid AM.

Many times people don't respect others who are studying.

Sometimes. **

Rarely study in library. **

Open up more rooms.

There should be signs up requesting students to be quiet, especially by the copier. Also, there are times when the staff are just visiting, and they are loud! The library should be a quiet place to study.

I don't believe that the library is a place to visit and socialize like some people do. Action should be taken against these talkative individuals that disrupt those of us that use the library for peace and QUIET!!

There should be more study rooms.

I tutor in the library and sometimes have difficulty finding a study room, because we do need to communicate.

When they're not vacuuming or giving tours.

I strongly urge that the heat be turned up! It is chilly in all areas, not just by the window anymore! Please! More heat!!! Brr! Brr! (I've heard others talk of this also!)

They should have more rooms for individual studying and ones for group work.

23. I am able to find a quiet place to study in the library(continued):

Sometimes people who are studying at the open tables are talking a little too loud.

There are times when the chatter gets to be to much.

Depends on what time it is. In the evening the library tends to be quite hectic.

They should be more strict against people talking.

I usually fall asleep in the library, because it is too quiet. One should provide lite easy listening music in the study rooms, (or CD players).

This part is great!

Small groups make a little too much noise sometimes.

The library tends to be a social meeting place in the evenings.

Sometimes there is people talking all the time I'm there. You should have someone walking around.

Love the rooms but always full!

Are the study rooms opposite the front door (2nd floor) ever open?

24. I am willing to purchase a copy debit card for fifty cents so that I can make copies without using coins:

Already have one. ***** ***** *****

I love this idea!! Muy bueno!!

Machine doesn't usually take my money.

But 50 cents is only 5 copies!

I have one, but not always with me or only have a few coins. Please do not get rid of coin operated machines!

Already have, shouldn't have to pay for it, or more coin machines should be available.

24. I am willing to purchase a copy debit card for fifty cents so that I can make copies without using coins (continued):

This feature has made copying easier and takes less time.

Yes but every university I've attended students were allotted a certain amount of free copies for example purchase $10.00 get 10 free copies. Ten cents a copy is very expensive a lot of places is 5 cents.

I agree, but a lot of times the machines where you purchase the cards are out of order.

Great idea! I love my card.

I have had one since my first year. It's more convenient than trying to gather change to make copies.

Mine was previously stolen- we need more copiers that accept coins.

If you have the money to by the card you can pay the machine.

I already have. It really comes in handy!

I don't care to use them.

Always use money because I didn't know about the card.

I bought one and now it will not accept it!

The debit card is great!

Would rather use my loose change than have to worry about another card besides our current library card.

Why not give them out free.

Have done so. Appreciate the service.

These copy cards are great!

I have bought one but dislike having to pay money for the card.

I don't make very many copies.

24. I am willing to purchase a copy debit card for fifty cents so that I can make copies without using coins (continued):

Those cards are handy.

That would be a great idea!

Its not always convenient.

I have 3. They often become damaged. This is a risk that is probably...[sentence not competed.]

Also get a copier that does not cut off half the page you're copying.

I just pay when I make copies.

["Agree" checked.] Although my card I have now doesn't work but it had some money on it still.

It seems like a round about way of doing a simple operation.

I hate paying for copies, when I can check things out and photocopy them for free at work.

I feel that 10 cents a copy is a bit unreasonable-- Why so expensive? I think 5 cents would be more than enough for all the copies that are made! You make money off our tuition, you don't need to rip us of on copy's-- 10 copies for a $1.00--Where I am from places do it for 1 cent a copy-- What is so different.

VERY HANDY! I might start to use the library...

25. I feel that library policies are fair to students:

Why do instructors get to check out materials (books) for three months?

I feel that overdue notices should be given before the book is 3 months overdue and I don't agree w/how much is charged.

I don't think it fair to charge $10 for a lost library card. I needed to copy some reserve information before class. In order to copy I needed my card, which I forgot. I am a student therefore don't have $10 to spare. I had to go without my copies.

25. I feel that library policies are fair to students (continued):

I'm not sure what the policies are.

It would be nice when spending hours there at a time to have a pop- I think everyone is responsible enough- of course exceptions would apply- such as the computer lab.

I think that drinks should be allowed in library.

I understand the reasoning behind no food or drink in the library, but I have to have something to drink when I study so I don't use the library very often.

I feel that as an adult we should be responsible and accountable enough to have something more than a sip of water occasionally from the water fountain. Even a certain area that soda or coffee would be allowed would bring me to the library more often.

I feel that there should be an area to have something to drink (designated area) maybe the study rooms. I stay for long periods to study and I have to interrupt my studying to go elsewhere to drink and study. I would use the library more if we could have drinks in the library.

Sometimes- too prejudicial and set in ways.

My biggest concern about the library is that how infrequently and inadequately the bathrooms are cleaned. The dust is terrible, the walls and fixtures are rarely cleaned. For being a new building on campus this is a small thing necessary to maintain upkeep and keep it looking nice. It needs drastic improvement.

Need to set firm fines.

I don't like student I.D. card to use computers. Sometime I forget and don't want to go all the way across town to get it.

Should be allowed to have sippers of some sort for beverages.

Disagree with the no food drink. I'm pregnant and if I need something to eat I have to leave instead of bringing in a sandwich with me. Feel there should be a designated room for food or something.

The hours need to be redefined.

Why can we not bring in a can of pop and a snack?

25. I feel that library policies are fair to students (continued):

Actually- sometimes- refer to #23 ["The rooms reserved for Grad students are almost never used. They should be made available to undergrads willing to use them..."].

I don't see why we cannot have beverages in the library. Perhaps a trial period could be initiated.

Drinks should be allowed in the study areas.

Would like to take reference books out.

We paid for it we should be able to bring food and drink.

There should be a place(s) to have drinks and food. People almost always need a snack or pop when they study!!!

You should be able to check out periodicals for more than 24 hrs.

Sometimes pop and snacks are needed to study or to help concentrate.

Pop and candy should be available. This is OUR library!

Should apply to teachers also.

Cups of water should be allowed while studying. Maybe cups could be set next to fountains.

You should be able to drink or chew in the library.

Policies are autocratic, not user friendly.

Late fees are not fair or acceptable. Sometimes weather is bad or there is a legit reason the material cannot be returned!

The hours could improve a little, more help in computer lab.

Phone in renewals.

Students need the library on Fri. afternoons.

Sometimes.

25. I feel that library policies are fair to students (continued):

As mentioned earlier, it would be nice if we could take out periodicals for more than one night.

I think overall the library staff, and the library are very good. I think we are lucky to have it, and them.

You people have a pop/ juice machine, and we can't bring anything into the library- that is very hippocritical. (Can see it from the street,) - you might even have a candy/ chips machine- you have a place open for Indian exhibits and Art and even a "Black room" - for blacks- but no eating area.

I feel like we are adults and should be able to bring in water or pop.

Eating and drinking policy should be changed or a lounge should be provided.

I think there should be an area where food is allowed.

I really don't know the policies to students.

I think that the library is a great place- I love to study there. The staff is wonderful!

I wish I could bring a pop with me when I study at the library.

[Question] 26) I feel that it would be nice to have more terminals and printers available in the periodicals section.

Don't know.

I understand the financial reasoning behind the libraries hours of operations, but as a student who uses the library 6-7 days a week I find the hours unacceptable.

["Always" checked.] Exception "time."

["Almost always" checked.] Except the hours.

Should allow snacks.

Why can't we have food in the study rooms? I can understand why it's not allowed in the regular part and computer lab, but why not when we're studying?

Except pop and other beverages. We are not in J. High.

APPENDIX E

COMMENT TALLY BY FREQUENCY

Appendix E
Comment Tally by Frequency

This is a tally of comments made by respondents. It is arranged in descending order by frequency. Within a given frequency, it is arranged alphabetically. Initial articles have been disregarded in the capitalization process.

Comment	Frequency
Keep entire library open until Midnight.	98
The library needs to expand its periodicals collection.	73
I do not use the library's computer lab.	49
Keep entire library open until 11:00 PM.	45
Staff have not been helpful.	38
I do not use interlibrary services.	37
Keep entire library open for more hours on weekends.	34
The library needs more books.	28
Keep entire library open later.	27
Keep entire library open later on Fridays.	26
Keep entire library open later on Fridays and Saturdays.	25
Allow food and/or drinks in the library.	24
I have never tried to dial in to ODIN.	24
Keep entire library open for more hours on Saturdays.	24
Other comments regarding library hours.	23
Sometimes periodicals are missing or not on shelves.	23
ODIN is hard to use.	22
Keep entire library open later on Saturdays.	21
Keep entire library open for more hours.	19
Other comments about ODIN.	18
I do not have a PC, so can not dial in to ODIN.	16
Complaints about various circulation policies.	15
Computer lab assistants have not been helpful.	15
I already have a debit card.	15
I would like to keep journals for more than one day.	15
Monitor noise better.	15
A particular staff member has treated me rudely.	15
Requested hours extended area is already open.	15
Reshelve periodicals faster.	15
I do not have time to attend a library skills training session.	14
Keep extended area open until 2:00 AM.	14
The library needs more up-to-date books.	14
Other comments about library equipment.	13

Comment Tally by Frequency (continued):

Comment	Frequency
Staff are not available when assistance is needed.	13
Staff have been helpful.	13
Keep entire library open for more hours around finals.	12
Keep entire library open 24 hours a day.	12
Positive comments about library hours.	12
The printers in the computer lab are unsatisfactory.	12
I like using a debit card for copying.	11
The library needs more private study rooms.	11
Other comments about finding journals.	10
Other comments about noise in the library.	10
I have not used periodicals much, do not know if adequate.	9
Keep entire library open later on Sundays.	9
Keep extended area open 24 hours a day.	9
ODIN is down too often.	9
Offer clear written instructions for searching ODIN.	9
Offer more ODIN training sessions.	9
Open entire library earlier on Saturdays.	9
Other comments about the journal collection.	9
I did not know I could dial in to ODIN.	8
I have never renewed a book.	8
I have not used ODIN.	8
I would like to renew materials without returning them.	8
Keep entire library open later on weekends.	8
Keep extended area open until 1:00 AM.	8
Other comments about the computer labs.	8
I would rather use coins than a debit card.	7
Keep entire library open more during holidays.	7
My attendance at library training depends on when and how long.	7
Open entire library earlier on weekends.	7
Other comments about finding books.	7
Other comments about interlibrary services.	7
Other comments about library skills training.	7
Other comments about staff courtesy.	7
Other comments about the book collection.	7
Other comments about the fairness of library policies.	7
Computer lab staff have been helpful.	6
I do not need a library skills training session.	6
I have had problems with the photocopiers.	6
Lower level information desk unstaffed when needed.	6

Comment Tally by Frequency (continued):

Comment	Frequency
Order more of the periodicals indexed on ODIN.	6
Extend computer lab hours.	5
I do not know renewal procedures.	5
I do not like having to show ID to use the lab.	5
I find the classification system/layout of books confusing.	5
I have already attended a library skills training session.	5
I have had problems with debit card or card dispenser.	5
ODIN is easy for me to use.	5
Open entire library earlier and remain open later.	5
Open entire library earlier on Sundays.	5
Other comments about debit cards for photocopying.	5
Other comments about quality of staff assistance.	5
I do not use many books for research. I use periodicals.	4
I find the organization of periodicals confusing	4
I have not used books much, do not know if adequate.	4
I would like to learn how to dial in to ODIN.	4
Keep entire library open until 1:00 AM.	4
Keep extended area open for more hours on weekends.	4
Library policies are too rigid.	4
Most of the time the periodicals collection is adequate.	4
Open extended area earlier.	4
Other comments about ease of obtaining information.	4
Other comments about timeliness of staff assistance.	4
Sometimes books are not in their designated places.	4
The book collection is adequate.	3
The computer lab is unavailable when I want to use it.	3
I am not sure what the library's policies are.	3
I do not like having to pay for a debit card.	3
Keep entire library open for more hours on Sundays.	3
Keep entire library open on Sunday during holiday weekends.	3
Keep extended area open for more hours on Saturdays.	3
Keep extended area open later on Saturdays.	3
Offer more individual help with ODIN.	3
Offer more workshops on computer skills.	3
Open entire library earlier.	3
Other comments about assistance in finding materials.	3
Other comments about dialing in to ODIN.	3
Reshelve books faster.	3

Comment Tally by Frequency (continued):

Comment	Frequency
Ten cents per copy is too much.	3
I can usually find a quiet place to study.	2
I have never had to ask staff for assistance.	2
I have tried unsuccessfully to dial in to ODIN.	2
I prefer IBM computers to Mackintosh computers.	2
Keep extended area open for more hours around finals.	2
Keep extended area open later on Fridays.	2
Keep extended area open later on Fridays and Saturdays.	2
Offer library skills training sessions regularly.	2
Other comments about renewal procedures.	2
Vacuuming during library hours is intrusive.	2
Total	**1381**

APPENDIX F

COMMENT TALLY BY SUBJECT

Appendix F
Comment Tally by Subject

This is a tally of comments made by respondents. It is arranged by subject. Within a given subject, it is arranged in descending order by frequency. Within a given frequency it is arranged alphabetically. Initial articles have been disregarded in the capitalization process.

A. Hours

Comment	Frequency
Keep entire library open until Midnight.	98
Keep entire library open until 11:00 PM.	45
Keep entire library open for more hours on weekends.	34
Keep entire library open later.	27
Keep entire library open later on Fridays.	26
Keep entire library open later on Fridays and Saturdays.	25
Keep entire library open for more hours on Saturdays.	24
Other comments regarding library hours.	23
Keep entire library open later on Saturdays.	21
Keep entire library open for more hours.	19
Requested hours extended area is already open.	15
Keep extended area open until 2:00 AM.	14
Keep entire library open for more hours around finals.	12
Keep entire library open 24 hours a day.	12
Positive comments about library hours.	12
Keep entire library open later on Sundays.	9
Keep extended area open 24 hours a day.	9
Open entire library earlier on Saturdays.	9
Keep entire library open later on weekends.	8
Keep extended area open until 1:00 AM.	8
Keep entire library open more during holidays.	7
Open entire library earlier on weekends.	7
Extend computer lab hours.	5
Open entire library earlier and remain open later.	5
Open entire library earlier on Sundays.	5
Keep entire library open until 1:00 AM.	4
Keep extended area open for more hours on weekends.	4
Open extended area earlier.	4
Keep entire library open for more hours on Sundays.	3
Keep entire library open on Sunday during holiday weekends.	3

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A. Hours (continued):

Comment	Frequency
Keep extended area open for more hours on Saturdays.	3
Keep extended area open later on Saturdays.	3
Open entire library earlier.	3
Keep extended area open for more hours around finals.	2
Keep extended area open later on Fridays.	2
Keep extended area open later on Fridays and Saturdays.	2
Total comments about hours:	**512**

B. Quality of Assistance from Staff

Comment	Frequency
Staff have not been helpful.	38
Computer lab staff have not been helpful.	15
A particular staff member has treated me rudely.	15
Staff are not available when assistance is needed.	13
Staff have been helpful.	13
Other comments about staff courtesy.	7
Computer lab staff have been helpful.	6
Lower level information desk unstaffed when needed.	6
Other comments about quality of staff assistance.	5
Other comments about ease of obtaining information.	4
Other comments about timeliness of staff assistance.	4
Other comments about assistance in finding materials.	3
I have never had to ask staff for assistance.	2
Total comments about quality of assistance:	**131**

C. Collections

Comment	Frequency
The library needs to expand its periodicals collection.	73
The library needs more books.	28
Sometimes periodicals are missing or not on shelves.	23
Reshelve periodicals faster.	15

C. **Collections (continued):**

Comment	Frequency
The library needs more up-to-date books.	14
Other comments about finding journals.	10
I have not used periodicals much, do not know if adequate.	9
Other comments about the journal collection.	9
Other comments about finding books.	7
Other comments about the book collection.	7
Order more of the periodicals indexed on ODIN.	6
I find the classification system/layout of books confusing.	5
I do not use many books for research. I use periodicals.	4
I find the organization of periodicals confusing	4
I have not used books much, do not know if adequate.	4
Most of the time the periodicals collection is adequate.	4
Sometimes books are not in their designated places.	4
The book collection is adequate.	3
Reshelve books faster.	3
Total comments about collections:	**232**

D. **Services**

Comment	Frequency
I do not use the library's computer lab.	49
I do not use interlibrary services.	37
Monitor noise better.	15
The library needs more private study rooms.	11
Other comments about noise in the library.	10
I have never renewed a book.	8
Other comments about the computer labs.	8
Other comments about interlibrary services.	7
The computer lab is unavailable when I want to use it.	3
Offer more workshops on computer skills.	3
I can usually find a quiet place to study.	2
Vacuuming during library hours is intrusive.	2
Total comments about services:	**155**

E. Equipment

Comment	Frequency
I already have a debit card.	15
Other comments about library equipment.	13
The printers in the computer lab are unsatisfactory.	12
I like using a debit card for copying.	11
ODIN is down too often.	9
I would rather use coins than a debit card.	7
I have had problems with the photocopiers.	6
I have had problems with debit card or card dispenser.	5
Other comments about debit cards for photocopying.	5
I do not like having to pay for a debit card.	3
Ten cents per copy is too much.	3
I prefer IBM computers to Macintosh computers.	2
Total comments about equipment:	**91**

F. ODIN

Comment	Frequency
I have never tried to dial in to ODIN.	24
ODIN is hard to use.	22
Other comments about ODIN.	18
I do not have a PC, so can not dial in to ODIN.	16
I do not have time to attend a library skills training session.	14
Offer more ODIN training sessions.	9
Offer clear written instructions for searching ODIN.	9
I did not know I could dial in to ODIN.	8
I have not used ODIN.	8
My attendance at library training depends on when and how long.	7
Other comments about library skills training.	7
I do not need a library skills training session.	6
I have already attended a library skills training session.	5
ODIN is easy for me to use.	5
I would like to learn how to dial in to ODIN.	4
Offer more individual help with ODIN.	3
Other comments about dialing in to ODIN.	3

F. ODIN (continued):

Comment	Frequency
I have tried unsuccessfully to dial in to ODIN.	2
Offer library skills training sessions regularly.	2
Total comments about ODIN:	**172**

G. Policies

Comment	Frequency
Allow food and/or drinks in the library.	24
Complaints about various circulation policies.	15
I would like to keep journals for more than one day.	15
I would like to renew materials without returning them.	8
Other comments about the fairness of library policies.	7
I do not know renewal procedures.	5
I do not like having to show ID to use the lab.	5
Library policies are too rigid.	4
I am not sure what the library's policies are.	3
Other comments about renewal procedures.	2
Total comments about policies:	**88**
Total comments:	**1381**

APPENDIX G

FREQUENCY STATISTICS BY VARIABLE

Appendix G

Frequency Statistics by Variable

Q01A College- Sample Population.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	4	.9	.9	.9
Coll. of Art and Sci	1	105	22.9	22.9	23.7
Coll. of Business	2	108	23.5	23.5	47.3
Coll. of Ed/Hum Svc	3	151	32.9	32.9	80.2
Coll. of Nursing	4	71	15.5	15.5	95.6
General College	5	20	4.4	4.4	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q01B Division

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	387	84.3	84.3	84.3
Div. of Humanities	1	16	3.5	3.5	87.8
Div. of Music	2	5	1.1	1.1	88.9
Div. of Science	3	47	10.2	10.2	99.1
Div. of Soc. Science	4	4	.9	.9	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q01C Department

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	150	32.7	32.7	32.7
Dept. of Crim. Just.	1	17	3.7	3.7	36.4
Dept. of Math/CS	2	6	1.3	1.3	37.7
Dept. of Social Work	3	10	2.2	2.2	39.9
Dept. of Accounting	4	20	4.4	4.4	44.2
Dept. of Bus. Admin.	5	67	14.6	14.6	58.8
Dept. of Office Adm.	6	21	4.6	4.6	63.4
Dept. of Comm. Dis.	7	40	8.7	8.7	72.1
Dept. of Education	8	49	10.7	10.7	82.8
Dept. of Phy. Ed.	9	2	.4	.4	83.2
Dept. of Psychology	10	40	8.7	8.7	91.9
Dept. of Special Ed.	11	20	4.4	4.4	96.3
Dept. of Pre-Prof.	12	17	3.7	3.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q01D Major

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	3	.7	.7	.7
Art	1	3	.7	.7	1.3
Accounting	2	20	4.4	4.4	5.7
Addiction Studies	3	12	2.6	2.6	8.3
Audiology	4	1	.2	.2	8.5
Biology	5	10	2.2	2.2	10.7
Broadcasting	6	4	.9	.9	11.5
Business Admin.	7	18	3.9	3.9	15.5
Business Education	8	4	.9	.9	16.3
Chemistry	9	3	.7	.7	17.0
Communication Arts	10	1	.2	.2	17.2
Communication Dis.	11	36	7.8	7.8	25.1
Computer Science	12	5	1.1	1.1	26.1
Corporate Fitness	13	1	.2	.2	26.4
Criminal Justice	14	17	3.7	3.7	30.1
Education	15	2	.4	.4	30.5
Elementary Education	16	47	10.2	10.2	40.7
Education- Deaf	17	6	1.3	1.3	42.0
English	18	1	.2	.2	42.3
Finance	19	7	1.5	1.5	43.8
History Education	20	1	.2	.2	44.0
Info. Processing	21	5	1.1	1.1	45.1
Info. Systems Mgmt.	23	4	.9	.9	46.0
Legal Secretarial	24	2	.4	.4	46.4
Management	25	22	4.8	4.8	51.2
Marketing	26	16	3.5	3.5	54.7
Mathematics	27	1	.2	.2	54.9
Medical Technology	28	4	.9	.9	55.8
Medical Secretarial	29	10	2.2	2.2	58.0
Music	30	5	1.1	1.1	59.0
Nursing	31	71	15.5	15.5	74.5
Physical Education	32	1	.2	.2	74.7
Physics	33	3	.7	.7	75.4
Pre-Chiropractic	35	6	1.3	1.3	76.7
Pre-Dental Hygiene	36	2	.4	.4	77.1
Pre-Medical	38	2	.4	.4	77.6
Pre-Mortuary	39	1	.2	.2	77.8
Pre-Occup. Therapy	40	2	.4	.4	78.2
Pre-Pharmacy	41	2	.4	.4	78.6
Pre-Physical Therapy	42	2	.4	.4	79.1
Psychology	44	28	6.1	6.1	85.2
Radiologic Tech.	45	10	2.2	2.2	87.4
Social Work	46	10	2.2	2.2	89.5
Sociology	47	3	.7	.7	90.2
Spanish	48	7	1.5	1.5	91.7
Special Education	49	14	3.1	3.1	94.8

Q01D Major

Speech-Lang Path-Gr.	50	3	.7	.7	95.4
Undecided/Gen. Coll.	51	20	4.4	4.4	99.8
Audit	52	1	.2	.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q01E College (Second Major)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	391	85.2	85.2	85.2
Coll. of Art and Sci	1	15	3.3	3.3	88.5
Coll. of Business	2	8	1.7	1.7	90.2
Coll. of Ed/Hum Svc.	3	44	9.6	9.6	99.8
Coll. of Nursing	4	1	.2	.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q01F Division (Second Major)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	447	97.4	97.4	97.4
Div. of Humanities	1	3	.7	.7	98.0
Div. of Music	2	1	.2	.2	98.3
Div. of Science	3	3	.7	.7	98.9
Div. of Soc. Science	4	5	1.1	1.1	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q01G Department (Second Major)

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	401	87.4	87.4	87.4
Dept. of Crim. Just.	1	1	.2	.2	87.6
Dept. of Math/CS	2	2	.4	.4	88.0
Dept. of Accounting	4	1	.2	.2	88.2
Dept. of Bus. Admin.	5	5	1.1	1.1	89.3
Dept. of Office Adm.	6	2	.4	.4	89.8
Dept. of Comm. Dis.	7	1	.2	.2	90.0
Dept. of Education	8	13	2.8	2.8	92.8
Dept. of Phy. Ed.	9	1	.2	.2	93.0
Dept. of Psychology	10	13	2.8	2.8	95.9
Dept. of Special Ed.	11	16	3.5	3.5	99.3
Dept. of Pre-Prof.	12	3	.7	.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q01H Second Major

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	391	85.2	85.2	85.2
Art	1	1	.2	.2	85.4
Accounting	2	1	.2	.2	85.6
Addiction Studies	3	6	1.3	1.3	86.9
Broadcasting	6	1	.2	.2	87.1
Business Admin.	7	1	.2	.2	87.4
Communication Dis.	11	1	.2	.2	87.6
Computer Science	12	1	.2	.2	87.8
Criminal Justice	14	1	.2	.2	88.0
Elementary Education	16	13	2.8	2.8	90.8
Education- Deaf	17	1	.2	.2	91.1
Finance	19	1	.2	.2	91.3
Info. Processing	21	2	.4	.4	91.7
Info. Systems Mgmt.	23	1	.2	.2	91.9
Management	25	1	.2	.2	92.2
Marketing	26	1	.2	.2	92.4
Mathematics	27	1	.2	.2	92.6
Music	30	1	.2	.2	92.8
Nursing	31	1	.2	.2	93.0
Physical Education	32	1	.2	.2	93.2
Political Science	34	1	.2	.2	93.5
Pre-Law	37	1	.2	.2	93.7
Pre-Pharmacy	41	1	.2	.2	93.9
Pre-Veterinary Medic	43	1	.2	.2	94.1
Psychology	44	7	1.5	1.5	95.6
Sociology	47	4	.9	.9	96.5
Spanish	48	1	.2	.2	96.7
Special Education	49	15	3.3	3.3	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q02 Classification

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
Freshman	1	69	15.0	15.0	15.0
Sophomore	2	77	16.8	16.8	31.8
Junior	3	124	27.0	27.0	58.8
Senior	4	172	37.5	37.5	96.3
Graduate Student	5	6	1.3	1.3	97.6
Post-Baccalaureate	6	6	1.3	1.3	98.9
Undergrad. Special	8	3	.7	.7	99.6
Other	25	2	.4	.4	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q03A Check out materials- per semester.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
0	1	39	8.5	8.5	8.5
1-5	2	186	40.5	40.5	49.0
6-10	3	101	22.0	22.0	71.0
11-20	4	75	16.3	16.3	87.4
21-50	5	41	8.9	8.9	96.3
More than 50	6	17	3.7	3.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q03B Use materials on reserve- per semester.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
0	1	65	14.2	14.2	14.2
1-5	2	224	48.8	48.8	63.0
6-10	3	94	20.5	20.5	83.4
11-20	4	53	11.5	11.5	95.0
21-50	5	19	4.1	4.1	99.1
More than 50	6	4	.9	.9	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q03C Order materials through ILS-Per Semester

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	1	.2	.2	.2
0	1	336	73.2	73.2	73.4
1-5	2	99	21.6	21.6	95.0
6-10	3	14	3.1	3.1	98.0
11-20	4	4	.9	.9	98.9
21-50	5	5	1.1	1.1	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q03CA Comments about Question 3C.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	456	99.3	99.3	99.3
Don't use service	1	2	.4	.4	99.8
Other	25	1	.2	.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q03D Use Main Information Desk- Per Semester.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
0	1	34	7.4	7.4	7.4
1-5	2	304	66.2	66.2	73.6
6-10	3	84	18.3	18.3	91.9
11-20	4	23	5.0	5.0	96.9
21-50	5	11	2.4	2.4	99.3
More than 50	6	3	.7	.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q03DA Comments about Question 3D.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	457	99.6	99.6	99.6
Staff not helpful	1	1	.2	.2	99.8
Staff are helpful	4	1	.2	.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q03E Lower level Info Desk- Per Semester.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
0	1	141	30.7	30.7	30.7
1-5	2	252	54.9	54.9	85.6
6-10	3	49	10.7	10.7	96.3
11-20	4	13	2.8	2.8	99.1
21-50	5	4	.9	.9	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q03EA Comments about Question 3E.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	455	99.1	99.1	99.1
Desk unstaffed	1	4	.9	.9	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q03F Use Computer Lab- Per Semester.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	1	.2	.2	.2
0	1	175	38.1	38.1	38.3
1-5	2	123	26.8	26.8	65.1
6-10	3	49	10.7	10.7	75.8
11-20	4	47	10.2	10.2	86.1
21-50	5	48	10.5	10.5	96.5
More than 50	6	16	3.5	3.5	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q03FA Comments about Question 3F.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	454	98.9	98.9	98.9
I do not use the lab	2	3	.7	.7	99.6
Don't like show ID	5	1	.2	.2	99.8
Offer more workshops	10	1	.2	.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q04 Current library hours meet my needs.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	4	.9	.9	.9
Always	1	100	21.8	21.8	22.7
Almost always	2	300	65.4	65.4	88.0
Not applicable	3	6	1.3	1.3	89.3
Almost never	4	46	10.0	10.0	99.3
Never	5	3	.7	.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q04A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	319	69.5	69.5	69.5
Respondent commented	1	140	30.5	30.5	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q04C Comments about Question 4.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	319	69.5	69.5	69.5
Eleven PM	1	4	.9	.9	70.4
Midnight	2	15	3.3	3.3	73.6
24 hours a day	3	5	1.1	1.1	74.7
Open for more hours	4	7	1.5	1.5	76.3
More hours-Saturdays	5	9	2.0	2.0	78.2
More hours-weekends	6	13	2.8	2.8	81.0
Open earlier	7	1	.2	.2	81.3
Open earlier-Sat.	8	4	.9	.9	82.1
Open earlier-Sundays	9	1	.2	.2	82.4
Open earlier-weekend	10	3	.7	.7	83.0
Stay open later	11	17	3.7	3.7	86.7
Stay open later-Fri.	12	7	1.5	1.5	88.2
Stay open later-Sat.	13	7	1.5	1.5	89.8
Stay open later-Sun.	14	2	.4	.4	90.2
Stay open later-wknd	15	2	.4	.4	90.6
More hours-finals	16	6	1.3	1.3	91.9
More hours-holidays	17	3	.7	.7	92.6
Open holiday Sundays	18	3	.7	.7	93.2
Extend comp lab hrs.	20	5	1.1	1.1	94.3
Positive comment	21	7	1.5	1.5	95.9
Other	25	9	2.0	2.0	97.8
Later Fri. and Sat.	26	10	2.2	2.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q05 What additional hours should lib be open

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	14	3.1	3.1	3.1
Extended area	1	29	6.3	6.3	9.4
Entire library	2	202	44.0	44.0	53.4
Extended and entire	3	46	10.0	10.0	63.4
Current hours are ok	4	168	36.6	36.6	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q05A Comments about extended study area.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	390	85.0	85.0	85.0
24 hours a day	3	9	2.0	2.0	86.9
More hours-Saturdays	5	3	.7	.7	87.6
More hours-weekends	6	4	.9	.9	88.5
Open earlier	7	4	.9	.9	89.3
Stay open later-Fri.	12	2	.4	.4	89.8
Stay open later-Sat.	13	3	.7	.7	90.4
More hours-finals	16	2	.4	.4	90.8
Req hrs already open	22	15	3.3	3.3	94.1
1:00 AM.	23	8	1.7	1.7	95.9
2:00 AM.	24	14	3.1	3.1	98.9
Other	25	3	.7	.7	99.6
Later Fri. and Sat.	26	2	.4	.4	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q05B Comments about entire library.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	209	45.5	45.5	45.5
Eleven PM	1	41	8.9	8.9	54.5
Midnight	2	80	17.4	17.4	71.9
24 hours a day	3	7	1.5	1.5	73.4
More hours-Sat.	5	14	3.1	3.1	76.5
More hours-weekends	6	18	3.9	3.9	80.4
Open earlier	7	2	.4	.4	80.8
Open earlier-Sat.	8	4	.9	.9	81.7
Open earlier-Sundays	9	3	.7	.7	82.4
Open earlier-weekend	10	4	.9	.9	83.2
Stay open later	11	4	.9	.9	84.1
Stay open later-Fri.	12	16	3.5	3.5	87.6
Stay open later-Sat.	13	13	2.8	2.8	90.4
Stay open later-Sun.	14	6	1.3	1.3	91.7
Stay open later-wknd	15	6	1.3	1.3	93.0
More hours-finals	16	2	.4	.4	93.5
More hours-holidays	17	2	.4	.4	93.9
1:00 AM.	23	4	.9	.9	94.8
Other	25	1	.2	.2	95.0
Later Fri. and Sat.	26	15	3.3	3.3	98.3
Open earlier + later	27	5	1.1	1.1	99.3
More hours-Sundays	28	3	.7	.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q05C Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	163	35.5	35.5	35.5
Respondent commented	1	296	64.5	64.5	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q05D Comments about Question 5.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	415	90.4	90.4	90.4
Midnight	2	3	.7	.7	91.1
Open for more hours	4	3	.7	.7	91.7
More hours-Saturdays	5	1	.2	.2	91.9
More hours-weekends	6	3	.7	.7	92.6
Open earlier-Sat.	8	1	.2	.2	92.8
Open earlier-Sundays	9	1	.2	.2	93.0
Stay open later	11	6	1.3	1.3	94.3
Stay open later-Fri.	12	3	.7	.7	95.0
Stay open later-Sat.	13	1	.2	.2	95.2
Stay open later-Sun.	14	1	.2	.2	95.4
More hours-finals	16	4	.9	.9	96.3
More hours-holidays	17	2	.4	.4	96.7
Positive comment	21	5	1.1	1.1	97.8
Other	25	10	2.2	2.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q06 I am treated with courtesy by lib. staff

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	1	.2	.2	.2
Always	1	209	45.5	45.5	45.8
Almost always	2	223	48.6	48.6	94.3
Not applicable	3	13	2.8	2.8	97.2
Almost never	4	12	2.6	2.6	99.8
Never	5	1	.2	.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q06A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	411	89.5	89.5	89.5
Respondent commented	1	48	10.5	10.5	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q06C Comments about Question 6.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	411	89.5	89.5	89.5
Staff not helpful	1	20	4.4	4.4	93.9
Staff are helpful	4	3	.7	.7	94.6
One staffmember rude	5	12	2.6	2.6	97.2
Lab staff not hlpful	6	3	.7	.7	97.8
Complaints circ pol	7	1	.2	.2	98.0
Open for more hours	8	1	.2	.2	98.3
Staff not available	9	1	.2	.2	98.5
Other	25	7	1.5	1.5	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q07 I am helped by staff in a timely fashion

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	1	.2	.2	.2
Always	1	193	42.0	42.0	42.3
Almost always	2	221	48.1	48.1	90.4
Not applicable	3	30	6.5	6.5	96.9
Almost never	4	14	3.1	3.1	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q07A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	441	96.1	96.1	96.1
Respondent commented	1	18	3.9	3.9	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q07C Comments about Question 7.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	441	96.1	96.1	96.1
Staff not available	1	6	1.3	1.3	97.4
Staff not helpful	2	7	1.5	1.5	98.9
Staff are helpful	4	1	.2	.2	99.1
Other	25	4	.9	.9	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q08 Assistance from staff is satisfactory.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	3	.7	.7	.7
Always	1	218	47.5	47.5	48.1
Almost always	2	216	47.1	47.1	95.2
Not applicable	3	15	3.3	3.3	98.5
Almost never	4	7	1.5	1.5	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q08A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	443	96.5	96.5	96.5
Respondent commented	1	16	3.5	3.5	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q08C Comments about Question 8.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	443	96.5	96.5	96.5
Staff not helpful	1	6	1.3	1.3	97.8
Staff are helpful	4	2	.4	.4	98.3
One staffmember rude	5	1	.2	.2	98.5
Staff not available	6	1	.2	.2	98.7
Lab assistants rude	7	1	.2	.2	98.9
Other	25	5	1.1	1.1	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q09 I am able to obtain info. from staff.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	3	.7	.7	.7
Always	1	177	38.6	38.6	39.2
Almost always	2	252	54.9	54.9	94.1
Not applicable	3	15	3.3	3.3	97.4
Almost never	4	12	2.6	2.6	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q09A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	450	98.0	98.0	98.0
Respondent commented	1	9	2.0	2.0	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q09C Comments about Question 9.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	450	98.0	98.0	98.0
Need more journals	1	1	.2	.2	98.3
Staff not helpful	2	2	.4	.4	98.7
Layout confusing	3	1	.2	.2	98.9
Open for more hours	4	1	.2	.2	99.1
Other	25	4	.9	.9	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q10 Book collection meets my research needs.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	3	.7	.7	.7
Strongly agree	1	57	12.4	12.4	13.1
Agree	2	261	56.9	56.9	69.9
Don't know	3	69	15.0	15.0	85.0
Disagree	4	63	13.7	13.7	98.7
Strongly disagree	5	6	1.3	1.3	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q10A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	388	84.5	84.5	84.5
Respondent commented	1	71	15.5	15.5	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q10C Comments about Question 10.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	388	84.5	84.5	84.5
Need more books	1	28	6.1	6.1	90.6
Need current books	2	14	3.1	3.1	93.7
Need more journals	3	11	2.4	2.4	96.1
Book collection ok	4	3	.7	.7	96.7
I use periodicals	5	4	.9	.9	97.6
Have not used much	6	4	.9	.9	98.5
Other	25	7	1.5	1.5	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q11 Periodicals collection meets my needs.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	2	.4	.4	.4
Strongly agree	1	57	12.4	12.4	12.9
Agree	2	263	57.3	57.3	70.2
Don't know	3	37	8.1	8.1	78.2
Disagree	4	91	19.8	19.8	98.0
Strongly disagree	5	9	2.0	2.0	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q11A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	372	81.0	81.0	81.0
Respondent commented	1	87	19.0	19.0	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q11C Comments about Question 11.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	372	81.0	81.0	81.0
Need more journals	1	55	12.0	12.0	93.0
Reshelve faster	2	2	.4	.4	93.5
Order ODIN journals	3	6	1.3	1.3	94.8
Most of the time	4	4	.9	.9	95.6
Issues missing	5	6	1.3	1.3	96.9
Journals longer circ	6	1	.2	.2	97.2
Have not used much	7	4	.9	.9	98.0
Other	25	9	2.0	2.0	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q12 Able to find materials in book stacks.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	4	.9	.9	.9
Strongly agree	1	100	21.8	21.8	22.7
Agree	2	269	58.6	58.6	81.3
Don't know	3	48	10.5	10.5	91.7
Disagree	4	35	7.6	7.6	99.3
Strongly disagree	5	3	.7	.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q12A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	441	96.1	96.1	96.1
Respondent commented	1	18	3.9	3.9	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q12C Comments about Question 12.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	441	96.1	96.1	96.1
Reshelve faster	1	3	.7	.7	96.7
Books not on shelves	2	4	.9	.9	97.6
Layout confusing	3	4	.9	.9	98.5
Other	25	7	1.5	1.5	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q13 Able to find materials in journal stacks

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	8	1.7	1.7	1.7
Strongly agree	1	71	15.5	15.5	17.2
Agree	2	258	56.2	56.2	73.4
Don't know	3	55	12.0	12.0	85.4
Disagree	4	61	13.3	13.3	98.7
Strongly disagree	5	6	1.3	1.3	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q13A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	405	88.2	88.2	88.2
Respondent commented	1	54	11.8	11.8	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q13C Comments about Question 13.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	405	88.2	88.2	88.2
Reshelve faster	1	13	2.8	2.8	91.1
Journals not on sh.	2	16	3.5	3.5	94.6
Layout confusing	3	4	.9	.9	95.4
Need more journals	4	6	1.3	1.3	96.7
Don't use journals	5	5	1.1	1.1	97.8
Other	25	10	2.2	2.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q14 Able to obtain help in finding materials

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	5	1.1	1.1	1.1
Always	1	168	36.6	36.6	37.7
Almost always	2	221	48.1	48.1	85.8
Not applicable	3	44	9.6	9.6	95.4
Almost never	4	17	3.7	3.7	99.1
Never	5	4	.9	.9	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q14A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	444	96.7	96.7	96.7
Respondent commented	1	15	3.3	3.3	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q14C Comments about Question 14.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	444	96.7	96.7	96.7
Staff not available	1	3	.7	.7	97.4
Never needed help	2	2	.4	.4	97.8
Staff not helpful	3	2	.4	.4	98.3
Items not on shelves	4	1	.2	.2	98.5
Lower desk unstaffed	5	2	.4	.4	98.9
Staff are helpful	6	1	.2	.2	99.1
One staffmember rude	8	1	.2	.2	99.3
Other	25	3	.7	.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q15 Renewal procedures are acceptable to me.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	5	1.1	1.1	1.1
Strongly agree	1	70	15.3	15.3	16.3
Agree	2	227	49.5	49.5	65.8
Don't know	3	128	27.9	27.9	93.7
Disagree	4	26	5.7	5.7	99.3
Strongly disagree	5	3	.7	.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q15A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	417	90.8	90.8	90.8
Respondent commented	1	42	9.2	9.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q15C Comments on Question 15.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	417	90.8	90.8	90.8
Never renewed a book	1	8	1.7	1.7	92.6
Journals longer circ	2	14	3.1	3.1	95.6
Renew w/o returning	3	8	1.7	1.7	97.4
Don't know procedure	4	5	1.1	1.1	98.5
Complaints circ pol	5	5	1.1	1.1	99.6
Other	25	2	.4	.4	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q16 Interlibrary loan speed is acceptable.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	18	3.9	3.9	3.9
Always	1	38	8.3	8.3	12.2
Almost always	2	99	21.6	21.6	33.8
Not applicable	3	292	63.6	63.6	97.4
Almost never	4	9	2.0	2.0	99.3
Never	5	3	.7	.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q16A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	417	90.8	90.8	90.8
Respondent commented	1	42	9.2	9.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q16C Comments about Question 16.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	417	90.8	90.8	90.8
Don't use service	1	35	7.6	7.6	98.5
Other	25	7	1.5	1.5	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q17 Library equipment is in working order.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	2	.4	.4	.4
Always	1	150	32.7	32.7	33.1
Almost always	2	265	57.7	57.7	90.8
Not applicable	3	37	8.1	8.1	98.9
Almost never	4	5	1.1	1.1	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q17A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	423	92.2	92.2	92.2
Respondent commented	1	36	7.8	7.8	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q17C Comments about Question 17.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	423	92.2	92.2	92.2
ODIN down too often	1	8	1.7	1.7	93.9
Problems w/ copiers	2	6	1.3	1.3	95.2
Lab printers bad	3	7	1.5	1.5	96.7
I want IBMs	4	2	.4	.4	97.2
Other	25	13	2.8	2.8	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q18 Service in computer lab is satisfactory.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	26	5.7	5.7	5.7
Strongly agree	1	64	13.9	13.9	19.6
Agree	2	179	39.0	39.0	58.6
Don't know	3	152	33.1	33.1	91.7
Disagree	4	36	7.8	7.8	99.6
Strongly disagree	5	2	.4	.4	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q18A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	373	81.3	81.3	81.3
Respondent commented	1	86	18.7	18.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q18C Comments about Question 18.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	373	81.3	81.3	81.3
Staff not helpful	1	11	2.4	2.4	83.7
I do not use the lab	2	46	10.0	10.0	93.7
Staff are helpful	4	6	1.3	1.3	95.0
Don't like show ID	5	4	.9	.9	95.9
Lab printers bad	6	5	1.1	1.1	96.9
Lab unavailable	9	3	.7	.7	97.6
Offer more workshops	10	1	.2	.2	97.8
Staff not available	11	2	.4	.4	98.3
Other	25	8	1.7	1.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q19 I understand how to use ODIN.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	7	1.5	1.5	1.5
Strongly agree	1	76	16.6	16.6	18.1
Agree	2	239	52.1	52.1	70.2
Don't know	3	49	10.7	10.7	80.8
Disagree	4	69	15.0	15.0	95.9
Strongly disagree	5	19	4.1	4.1	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q19A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	402	87.6	87.6	87.6
Respondent commented	1	57	12.4	12.4	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q19C Comments about Question 19.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	402	87.6	87.6	87.6
ODIN hard to use	1	19	4.1	4.1	91.7
Haven't used ODIN	2	6	1.3	1.3	93.0
Offer training	3	3	.7	.7	93.7
Clear handouts	4	7	1.5	1.5	95.2
Staff are helpful	5	5	1.1	1.1	96.3
ODIN is easy for me	7	2	.4	.4	96.7
More individual help	8	3	.7	.7	97.4
ODIN down too often	9	1	.2	.2	97.6
One staffmember rude	10	1	.2	.2	97.8
Other	25	10	2.2	2.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q20 I want to know more about searching ODIN

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	3	.7	.7	.7
Strongly agree	1	130	28.3	28.3	29.0
Agree	2	226	49.2	49.2	78.2
Don't know	3	59	12.9	12.9	91.1
Disagree	4	39	8.5	8.5	99.6
Strongly disagree	5	2	.4	.4	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q20A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	436	95.0	95.0	95.0
Respondent commented	1	23	5.0	5.0	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q20C Comments about Question 20.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	436	95.0	95.0	95.0
Clear handouts	1	2	.4	.4	95.4
Offer training	2	6	1.3	1.3	96.7
ODIN is easy for me	3	3	.7	.7	97.4
ODIN hard to use	4	2	.4	.4	97.8
Have not used ODIN	5	2	.4	.4	98.3
Other	25	8	1.7	1.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q21 Interested in library skills training.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	5	1.1	1.1	1.1
Strongly agree	1	33	7.2	7.2	8.3
Agree	2	120	26.1	26.1	34.4
Don't know	3	145	31.6	31.6	66.0
Disagree	4	115	25.1	25.1	91.1
Strongly disagree	5	41	8.9	8.9	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q21A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	417	90.8	90.8	90.8
Respondent commented	1	42	9.2	9.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q21C Comments about Question 21.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	417	90.8	90.8	90.8
Do not have time	1	14	3.1	3.1	93.9
Do not need	2	6	1.3	1.3	95.2
Have attended	3	5	1.1	1.1	96.3
Offer regularly	4	2	.4	.4	96.7
Depends how long	5	7	1.5	1.5	98.3
ODIN hard to use	6	1	.2	.2	98.5
Other	25	7	1.5	1.5	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q22 I am able to dial in to ODIN from home.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	26	5.7	5.7	5.7
Always	1	11	2.4	2.4	8.1
Almost always	2	26	5.7	5.7	13.7
Not applicable	3	376	81.9	81.9	95.6
Almost never	4	3	.7	.7	96.3
Never	5	17	3.7	3.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q22A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	402	87.6	87.6	87.6
Respondent commented	1	57	12.4	12.4	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q22C Comments about Question 22.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	402	87.6	87.6	87.6
Do not have PC	1	16	3.5	3.5	91.1
Have never tried	2	24	5.2	5.2	96.3
Want to learn how	3	4	.9	.9	97.2
Didn't know about it	4	8	1.7	1.7	98.9
Tried unsuccessfully	5	2	.4	.4	99.3
Other	25	3	.7	.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q23 Able to find a quiet place in library.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	3	.7	.7	.7
Always	1	169	36.8	36.8	37.5
Almost always	2	251	54.7	54.7	92.2
Not applicable	3	21	4.6	4.6	96.7
Almost never	4	14	3.1	3.1	99.8
Never	5	1	.2	.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q23A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	418	91.1	91.1	91.1
Respondent commented	1	41	8.9	8.9	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

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Q23C Comments about Question 23.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	418	91.1	91.1	91.1
More study rooms	1	11	2.4	2.4	93.5
Monitor noise better	2	15	3.3	3.3	96.7
Usually	3	2	.4	.4	97.2
Stop vacuuming	4	2	.4	.4	97.6
Open for more hours	5	1	.2	.2	97.8
Other	25	10	2.2	2.2	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q24 Willing to purchase a copy debit card.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	6	1.3	1.3	1.3
Strongly agree	1	192	41.8	41.8	43.1
Agree	2	198	43.1	43.1	86.3
Don't know	3	32	7.0	7.0	93.2
Disagree	4	14	3.1	3.1	96.3
Strongly disagree	5	17	3.7	3.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

- -

Q24A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	410	89.3	89.3	89.3
Respondent commented	1	49	10.7	10.7	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q24C Comments about Question 24.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	410	89.3	89.3	89.3
Already have one	1	15	3.3	3.3	92.6
I like this option	2	11	2.4	2.4	95.0
I'd rather use coins	3	7	1.5	1.5	96.5
Probs w/card or disp	4	5	1.1	1.1	97.6
Don't charge f/card	5	3	.7	.7	98.3
10 cents is too much	6	3	.7	.7	98.9
Other	25	5	1.1	1.1	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

- -

Q25 Library policies are fair to students.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	2	.4	.4	.4
Always	1	131	28.5	28.5	29.0
Almost always	2	295	64.3	64.3	93.2
Not applicable	3	20	4.4	4.4	97.6
Almost never	4	9	2.0	2.0	99.6
Never	5	2	.4	.4	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

Q25A Did respondent comment on this question?

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	406	88.5	88.5	88.5
Respondent commented	1	53	11.5	11.5	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

- -

Q25C Comments about Question 25.

Value Label	Value	Frequency	Percent	Valid Percent	Cum Percent
No answer	0	406	88.5	88.5	88.5
Don't know policies	1	3	.7	.7	89.1
Allow drinks in lib	2	12	2.6	2.6	91.7
Allow food and drink	3	12	2.6	2.6	94.3
Complaints circ pol	4	9	2.0	2.0	96.3
Open for more hours	6	6	1.3	1.3	97.6
Policies too rigid	7	4	.9	.9	98.5
Other	25	7	1.5	1.5	100.0
	Total	459	100.0	100.0	

Valid cases 459 Missing cases 0

APPENDIX H

COMMENTS CODES

Appendix H
Comment Codes

This is an explanation of the coding system used to tabulate survey data.

1. Colleges

0 No answer
1 College of Arts and Sciences
2 College of Business
3 College of Education and Human Services
4 College of Nursing
5 General College

2. Divisions

0 No answer
1 Division of Humanities
2 Division of Music
3 Division of Science
4 Division of Social Science

3. Departments

0 No answer
1 Department of Criminal Justice
2 Department of Mathematics and Computer Science
3 Department of Social Work
4 Department of Accounting
5 Department of Business Administration
6 Department of Office Administration and Business Education
7 Department of Communication Disorders
8 Department of Education
9 Department of Physical Education
10 Department of Psychology
11 Department of Special Education
12 Department of Pre-Professional Programs

1. My academic major is:

	College	Division	Dept.	Major
No answer	0	0	0	0
Art	1	1		1
Accounting	2		4	2
Addiction Studies	3		10	3
Audiology	3		7	4
Biology	1	3		5
Broadcasting	1	1		6
Business Administration	2		5	7
Business Education	2		6	8
Chemistry	1	3		9
Communication Arts	1	1		10
Communication Disorders	3		7	11
Computer Science	1		2	12
Corporate Fitness	3		9	13
Criminal Justice	1		1	14
Education	3		8	15
Elementary Education	3		8	16
Education of the Deaf	3		11	17
English	1	1		18
Finance	2		5	19
History Education	1	4		20
Information Processing	2		6	21
Information Systems Mgmt.	2		5	23
Legal Secretarial	2		6	24
Management	2		5	25
Marketing	2		5	26
Mathematics	1		2	27
Medical Technology	1	3		28
Medical Secretarial	2		6	29
Music	1	2		30
Nursing	4			31
Physical Education	3		9	32
Physics	1	3		33
Political Science	1	4		34
Pre-Chiropractic	1	3	12	35
Pre-Dental Hygiene	1	3	12	36
Pre-Law	1	3	12	37
Pre-Medical	1	3	12	38

1. My academic major is (continued):

	College	Division	Dept.	Major
Pre-Mortuary	1	3	12	39
Pre-Occupational Therapy	1	3	12	40
Pre-Pharmacy	1	3	12	41
Pre-Physical Therapy	1	3	12	42
Pre-Veterinary Medicine	1	3	12	43
Psychology	3		10	44
Radiologic Technology	1	3		45
Social Work	1		3	46
Sociology	1	4		47
Spanish	1	1		48
Special Education	3		11	49
Speech-Lang. Path. (Gr.)	3		7	50
Undecided/General College	5			51
Audit				52

2. I am a:

0	No answer
1	Freshman
2	Sophomore
3	Junior
4	Senior
5	Graduate student
6	Post-Baccalaureate
7	Transfer
8	Undergraduate Special
25	Other

3. How many times per semester do you use the following library services:

A. Check out materials:

0 No answer
1 0
2 1-5
3 6-10
4 11-20
5 21-50
6 More than 50

B. Use materials on Reserve:

0 No answer
1 0
2 1-5
3 6-10
4 11-20
5 21-50
6 More than 50

C. Order materials through interlibrary services:

0 No answer
1 0
2 1-5
3 6-10
4 11-20
5 21-50
6 More than 50

CA. Comments about Question 3C:

0 No answer
1 I have not used interlibrary services.
25 Other

D. Ask for assistance at the main Information Desk:

0 No answer
1 0
2 1-5
3 6-10
4 11-20
5 21-50
6 More than 50

DA. Comments about Question 3D:

0 No answer
1 Staff have not been helpful.
2 Staff have been helpful.
25 Other

E. Ask for assistance at the lower level periodicals Information Desk:

0 No answer
1 0
2 1-5
3 6-10
4 11-20
5 21-50
6 More than 50

EA. Comments about Question 3E:

0 No answer
1 Lower level information desk unstaffed when needed.
25 Other

F. Use the computer lab:

0 No answer
1 0
2 1-5
3 6-10
4 11-20
5 21-50
6 More than 50

FA. Comments about Question 3F:

0 No answer
2 I do not use the library's computer lab.
5 I do not like having to show ID to use lab.
10 Offer more workshops on computer skills.
25 Other

4. Current library hours meet my needs:[1]

0 No answer
1 Always
2 Almost always
3 Not applicable
4 Almost never
5 Never

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[1]Questions 4 through 25 have a variable A that has the following two coded responses:
0 No answer
1 Respondent commented

5. **If the library were to expand its hours, please indicate the additional hours you would like the library to remain open:**

0 No answer
1 I would like the extended study area to remain open the following additional hours.
2 I would like the entire library to remain open the following additional hours.
3 I would like the extended study area to remain open the following additional hours_____ and the entire library to remain open the following additional hours_____.
4 Current library hours are sufficient. No additional hours are necessary.

4C., 5A., 5B., and 5D.

Comments about Questions 4 and 5:

0 No answer
1 Stay open until 11:00 PM.
2 Stay open until Midnight.
3 Stay open twenty-four hours a day.
4 Open for more hours.
5 Open more hours on Saturdays.
6 Open more hours on weekends.
7 Open earlier.
8 Open earlier on Saturdays.
9 Open earlier on Sundays.
10 Open earlier on weekends.
11 Stay open later
12 Stay open later on Fridays.
13 Stay open later on Saturdays.
14 Stay open later on Sundays.
15 Stay open later on weekends.
16 Open for more hours around finals.
17 Open more during holidays.
18 Open on Sunday during holiday weekends.
19 Extended area is too noisy.
20 Extend computer lab hours.
21 Positive comments about library hours.
22 Requested hours library is already open.
23 Stay open until 1 AM.
24 Stay open until 2 AM.
25 Other

Comments about Questions 4 and 5 (continued):

26 Stay open later on Fridays and Saturdays.
27 Open earlier and remain open later.
28 Open more hours on Sundays.

6. I am treated with courtesy by library staff:

0 No answer
1 Always
2 Almost always
3 Not applicable
4 Almost never
5 Never

6C. Comments about Question 6:

0 No answer
1 Staff have not been helpful.
4 Staff have been helpful.
5 A particular staff member has treated me rudely.
6 Computer lab staff have not been helpful.
7 Complaints about various circulation policies.
8 Keep entire library open for more hours.
9 Staff are not available when assistance is needed.
25 Other

7. I am helped by staff in a timely fashion:

0 No answer
1 Always
2 Almost always
3 Not applicable
4 Almost never
5 Never

7C. Comments about Question 7:

0 No answer
1 Staff are not available when assistance is needed.
2 Staff have not been helpful.
4 Staff have been helpful.
25 Other

8. The assistance I receive from library staff is satisfactory:

0 No answer
1 Always
2 Almost always
3 Not applicable
4 Almost never
5 Never

8C. Comments about Question 8:

0 No answer
1 Staff have not been helpful.
4 Staff have been helpful.
5 A particular staff member has treated me rudely.
6 Staff are not available when assistance is needed.
7 Computer lab staff have not been helpful.
25 Other

9. I am able to obtain desired information from library staff:

0 No answer
1 Always
2 Almost always
3 Not applicable
4 Almost never
5 Never

9C. Comments about Question 9:

0 No answer
1 The library needs to expand its periodicals collection.
2 Staff have not been helpful.
3 I find the classification system/layout of books confusing.
4 Keep entire library open for more hours.
25 Other

10. The Olson Library's book collection is adequate to meet my research needs:

0 No answer
1 Strongly agree
2 Agree
3 Don't know
4 Disagree
5 Strongly disagree

10C. Comments about Question 10:

0 No answer
1 The library needs more books.
2 The library needs more up-to-date books.
3 The library needs to expand its periodicals collection.
4 The book collection is adequate.
5 I do not use many books for research. I use periodicals.
6 I have not used books much, do not know if adequate.
25 Other

11. The Olson Library's periodical collection is adequate to meet my needs:

0 No answer
1 Strongly agree
2 Agree
3 Don't know
4 Disagree
5 Strongly disagree

11C. Comments about Question 11:

0 No answer
1 The library needs to expand its periodicals collection.
2 Reshelve periodicals faster.
3 Order more of the periodicals indexed on ODIN.
4 Most of the time the periodicals collection is adequate.
5 Sometimes periodicals are missing or not on shelves.
6 I would like to keep journals for more than one day.
7 I have not used periodicals much, do not know if adequate.
25 Other

12. Once I have a call number, I am usually able to find materials in the book stacks:

0 No answer
1 Strongly agree
2 Agree
3 Don't know
4 Disagree
5 Strongly disagree

12C. Comments about Question 12:

0 No answer
1 Reshelve books faster.
2 Sometimes books are not in their designated places.
3 I find the classification system and/or layout of books confusing.
25 Other

13. Once I have a journal or magazine title, I am usually able to find materials in the journal stacks.

0 No answer
1 Strongly agree
2 Agree
3 Don't know
4 Disagree
5 Strongly disagree

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13C. Comments about Question 13:

0 No answer
1 Reshelve periodicals faster.
2 Sometimes periodicals are missing or not on shelves.
3 I find the organization of periodicals confusing.
4 The library needs to expand its periodicals collection.
5 I have not used periocials much, do not know if adequate.
25 Other

14. If I am unable to find materials myself, I am able to obtain assistance from library staff in locating them:

0 No answer
1 Always
2 Almost always
3 Not applicable
4 Almost never
5 Never

14C. Comments about Question 14:

0 No answer
1 Staff are not available when assistance is needed.
2 I've never had to ask for staff for assistance.
3 Staff have not been helpful.
4 Sometimes materials are not in their designated places.
5 Lower-level information desk unstaffed when needed.
6 Staff have been helpful.
8 A particular staff member has treated me rudely.
25 Other

15. The Olson Library's procedures for renewing materials are acceptable to me:

0 No answer
1 Strongly agree
2 Agree
3 Don't know
4 Disagree
5 Strongly disagree

15C. Comments about Queston 15:

0 No answer
1 I have never renewed a book.
2 I would like to keep journals for more than one day.
3 I would like to renew materials without returning them.
4 I do not know renewal procedures.
5 Complaints about various circulation policies.
25 Other

16. The speed with which I receive requested materials through interlibrary services is satisfactory:

0 No answer
1 Always
2 Almost always
3 Not applicable
4 Almost never
5 Never

16C. Comments about Question 16:

0 No answer
1 I do not use interlibrary services.
25 Other

17. The library equipment that I use is in working order:

0 No answer
1 Always
2 Almost always
3 Not applicable
4 Almost never
5 Never
0 No answer

17C. Comments about Question 17:

1 ODIN is down too often.
2 I have had problems with the photocopiers.
3 The printers in the computer lab are unsatisfactory.
4 I prefer IBM computers to Mackintosh computers.
25 Other

18. I am satisfied with the service I receive in the library's computer lab:

0 No answer
1 Strongly agree
2 Agree
3 Don't know
4 Disagree
5 Strongly disagree

18C. Comments about Question 18:

0 No answer
1 Computer lab staff have not been helpful.
2 I do not use the library's computer lab.
4 Computer lab staff have been helpful.
5 I do not like having to show ID to use the lab.
6 The printers in the computer lab are unsatisfactory.
9 The computer lab is unavailable when I want to use it.
10 Offer more workshops on computer skills.
11 Staff are not available when assistance is needed.
25 Other

19. I have a clear understanding of how to use the online catalog, ODIN:

0 No answer
1 Strongly agree
2 Agree
3 Don't know
4 Disagree
5 Strongly disagree

19C. Comments about Question 19:

0 No answer
1 ODIN is hard to use.
2 I have not used ODIN.
3 Offer more ODIN training sessions.
4 Offer clear written instructions for searching ODIN.
5 Staff have been helpful.
7 ODIN is easy for me to use.
8 Offer more individual help with ODIN.
9 ODIN is down too often.
10 A particular staff member has treated me rudely.
25 Other

20. I feel that I could benefit from increased understanding of how to search the online catalog, ODIN:

0 No answer
1 Strongly agree
2 Agree
3 Don't know
4 Disagree
5 Strongly disagree

20C. Comments about Question 20:

0 No answer
1 Offer clear written instructions for searching ODIN.
2 Offer more ODIN training sessions.
3 ODIN is easy for me to use.
4 ODIN is hard to use.
5 I have not used ODIN.
25 Other

21. I am interested in attending library skills training sessions:

0 No answer
1 Strongly agree
2 Agree
3 Don't know
4 Disagree
5 Strongly disagree

21C. Comments about Question 21:

0 No answer
1 I do not have time to attend a library skills training session.
2 I do not need a library skills training session.
3 I have already attended a library skills training session.
4 Offer library skills training sessions regularly.
5 My attendance at library training depends on when and how long.
6 ODIN is hard to use.
25 Other

22. When I dial in to search the online catalog, ODIN, from my home computer, I am able to get through to ODIN.

0 No answer
1 Always
2 Almost always
3 Not applicable
4 Almost never
5 Never

22C. Comments about Question 22:

0 No answer
1 I do not have a PC, so can not dial in to ODIN.
2 I have never tried to dial in to ODIN.
3 I would like to learn how to dial in to ODIN.
4 I did not know I could dial in to ODIN.
5 I have tried unsuccessfully to dial in to ODIN.
25 Other

23. I am able to find a quiet place to study in the library:

0 No answer
1 Always
2 Almost always
3 Not applicable
4 Almost never
5 Never

23C. Comments about Question 23:

0 No answer
1 The library needs more private study rooms.
2 Monitor noise better.
3 I can usually find a quiet place to study.
4 Vacuuming during library hours is intrusive.
5 Keep entire library open for more hours.
25 Other

24. I am willing to purchase a copy debit card for fifty cents so that I can make copies without using coins:

0 No answer
1 Strongly agree
2 Agree
3 Don't know
4 Disagree
5 Strongly disagree

24C. Comments about debit cards for photocopying:

0 No answer
1 I already have a debit card.
2 I like using a debit card for copying.
3 I would rather use coins than a debit card.
4 I have had problems with debit card or card dispenser.
5 I do not like having to pay for a debit card.
6 Ten cents per copy is too much.
25 Other

25. I feel that library policies are fair to students:

0 No answer
1 Always
2 Almost always
3 Not applicable
4 Almost never
5 Never

25C. Comments about Question 25:

0 No answer
1 I am not sure what the library's policies are.
2 Allow drinks in the library.
3 Allow food and drinks in the library.
4 Complaints about various circulation policies.
6 Keep entire library open for more hours.
7 Library policies are too rigid.
25 Other